



Quarter 3 2025-2026 Housing and Landlord Services 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, Q2 and Q3 with an annual report being provided after the end of the financial year.

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 \(housing-ombudsman.org.uk\)](#)

Complaint cases received

Within Housing and Landlord Services, a total of 499 complaints, 27 comments and 2 compliments were received. Breakdown by service area is shown in the table below.

Service	Complaint
Estates & Housing Management	148
Repairs & Maintenance	297
Private Housing and Accessible Homes	16
Housing Options	38
Total	499

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 21.4% increase in complaints compared to the previous quarter when the Housing and Landlord service received 499 complaints as shown below:

Service	Q1 Complaint	Q2 Complaint	Q3 Complaint	Percentage Increase/Decrease
Estates & Housing Management	110	108	148	40%
Repairs & Maintenance	291	224	297	73%
Private Housing and Accessible Homes	38	26	16	-10%
Housing Options	33	50	38	-12%
Total	110	411	499	21.4%

Top 3 classifications for complaints

Out of the 499 complaints received within the Landlord service the following is the classification of those complaints:

Time waiting for works/repair	142
Quality or appropriateness of a service	68
Attitude/conduct/behaviour of staff	38

Quality of workmanship	24
Lack of response	20

Complaints Performance

During quarter 3, 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	Quarter 1 25-26	Quarter 2 25-26	Quarter 3 25-26
Estates & Housing Management	87%	92%	92%
Repairs and Maintenance	46%	51%	55%
Housing Options	93%	72%	76%
Housing Delivery	50%	100%	0%*
Private Housing	77%	83%	75%
Total for landlord service	56%	92%	75%

The Housing Ombudsman requires all landlords to respond to housing complaints within 10 working days. Overall, the Landlord Service answered 75% of all Stage 1s within 10 working days.

Complaint resolution stages

61% of cases were resolved at stage 1. 39% of complaints were resolved at stage 2 and less than 2 % progressed to Ombudsman stage.

Outcomes

27% of complaints were not upheld, with 38% being upheld 25% partly upheld. Less than 1% of complaints showed as withdrawn.

Stage 2

During quarter 3 , 117 progressed from Stage One to Stage Two. The following table shows a breakdown of the complaints that escalated per service.

Service	Complaint
Repairs & Maintenance	54
Estates & Housing Management	38
Housing Options	15
Private Housing and Accessible Homes	6
Housing Delivery	1
Total	114

Overall, the completion rate of complaints completed within 20 working days is **72%**. There has been an increase of 20%.

Customer satisfaction

Transactional Satisfaction Survey

Unfortunately we do not have data available for quarter 3.

Tenant Satisfaction Measure (perception survey)

During quarter 3, residents (council tenants) responded to the annual resident satisfaction survey (TSM's). 27 % 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 21.68% or 134 respondents had made a complaint within the past 12 months.

Housing Ombudsman Determinations

During the quarter 3 period Bristol City Council received x Housing Ombudsman determinations and made 7 referrals to the Housing Ombudsman. The Housing Ombudsman determined:

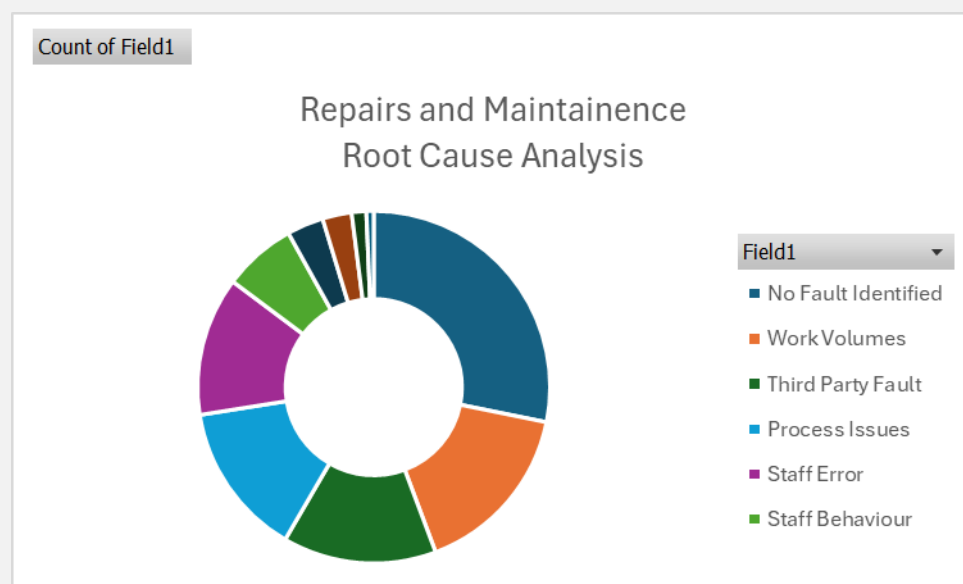
- Maladministration in handling succession of tenancy, maladministration in handling of rent arrears, service failure in complaint handling
- Service failure in the landlord's response to the resident's request for cavity wall and maladministration in complaint handling
- Maladministration in relation to damp and mould, broken window; service failure complaint handling
- Maladministration in complaint handling/maladministration in record keeping/maladministration in damp and mould
- Severe Maladministration in handling of notice to quit/maladministration in complaint handling
- Maladministration in responding to reports of anti social behaviour and complaint handling

A total of 18 orders and 2 recommendations were made by the Housing Ombudsman including a total of £ 7050 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.

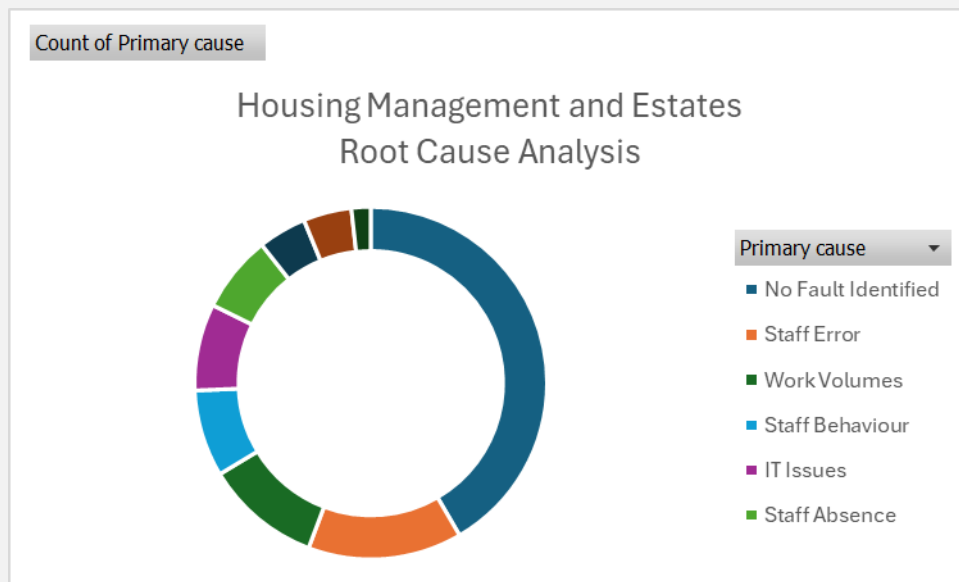
Stage 1 Root Cause Analysis

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:



A sampling of upheld complaints was undertaken to obtain further clarity on the issues that residents made. Across both services there was evidence of the following:

1. Lack of proactive communication
2. Unclear ownership of cases
3. Weak follow-through once repairs are logged
4. Residents feeling unsafe or unheard
5. Failure to resolve issues fully the first time

Visual Summary

Theme	% of complaints mentioning it
Communication issues	76%
Delays / waiting times	62%
Repairs unresolved / repeat works	49%
Safety concerns	38%
Complaint handling concerns	38%
Billing and charges	35%
Missed appointments	28%

The themes captured within the complaints feedback have been shared with the service and actions have been taken to address themes identified such as: Communication issues, Delays / waiting times, Repairs unresolved / repeat works, Safety concerns, Complaint handling concerns, Billing and charges, Missed appointments.

This is a brief summary of the actions being undertaken, we have introduced monthly resident feedback reviews to analyse the root cause themes and identify appropriate actions to address these themes and improve service delivery.

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 £12571.00 has been spent.

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:

Lessons Learned – Q3 Corrective Action Plan

During Quarter 3, we reviewed complaints and service feedback to understand where things went wrong and how we could improve. Each case generated a corrective action with a clear objective, owner, and target date. This work helps us strengthen services and reduce the likelihood of repeat issues.

From this review, five key improvement themes emerged

1. Making sure policies are followed consistently

Several complaints highlighted situations where policy was not applied as expected. Actions focused on clarifying guidance, refreshing procedures, and ensuring decisions are documented consistently.

What we did

- reviewed key policies and updated guidance where needed
- reinforced expectations through team briefings and workshops
- improved documentation standards

Why it matters

Residents receive fair, consistent outcomes and greater confidence in our processes.

2. Strengthening staff skills and confidence

Some complaints were linked to service quality, decision-making or customer interactions. These cases have informed targeted training and development.

What we did

- delivered training on complaint handling and customer care
- improved induction and refresher learning
- promoted “learning from complaints” discussions across teams

Why it matters

Better trained staff resolve issues earlier and improve resident experience.

3. Improving monitoring and oversight

A number of cases pointed to gaps in how activity was monitored, especially across different teams and contractors.

What we did

- strengthened oversight arrangements
- clarified roles and accountability
- improved reporting dashboards

Why it matters

Earlier detection of risks prevents delays and repeat complaints.

4. Focusing on quality and performance

Some complaints highlighted service delays, missed expectations, or unresolved issues over time.

What we did

- Tighter tracking of outstanding work
- Strengthened escalation routes for overdue cases
- Performance reviews with relevant teams

Why it matters

Residents receive quicker, more reliable services.

5. Communication and learning from residents

Residents told us that clearer updates and explanations make a big difference.

What we did

- clearer communication at key stages
- more regular updates during investigations
- sharing learning across teams

Why it matters

- Good communication improves trust, even when outcomes may not change.

Overall progress against complaint handling improvement plan

- 21 corrective learning actions recorded
- 8 actions fully completed (38%)
- 13 actions actively in progress (62%)

Date: 06/01/2026