



Bristol City Council
Quarter 1 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](https://housing-ombudsman.org.uk) and there is also some specific guidance for governing bodies, which can be accessed [here](https://housing-ombudsman.org.uk): [The Complaint Handling Code | Housing Ombudsman Service \(housing-ombudsman.org.uk\)](https://housing-ombudsman.org.uk)

Complaint cases received

Within Landlord Services, a total of 465 complaints, 14 comments and 3 compliments were received. Breakdown by service area is shown in the table below.

Service	Complaint
Estates & Housing Management	107
Repairs & Maintenance	299
Private Housing	22
Housing Options	35
Housing Delivery	2
Total	465

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 3% decrease in complaints compared to the previous quarter when the Housing and Landlord service with Estates and Housing Management having an overall decrease.

Top 3 classifications for complaints

Out of the 465 complaints received within the Landlord service the following is the classification of those complaints:

1. Time waiting for works/repair 31%
2. Quality or appropriateness of service 27%
3. Attitude/conduct/behaviour of staff 6%

Responses in target

During quarter 1, 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 1 2024-2025
Estates & Housing Management	87%
Repairs and Maintenance	46%
Housing Options	93%
Housing Delivery	50%
Private Housing	77%
Total for landlord service	56%

The Housing Ombudsman requires all landlords to respond to housing complaints within 10 working days. Overall, the Landlord Service answered 56% of all Stage 1s within 10 working days. This represents a 4% increase compared to the previous quarter.

Complaint resolution stages

56% of cases were resolved at stage 1. 5 % of complaints were resolved at stage 2

Outcomes

34 % of complaints were not upheld, with 39 % being upheld 25 % partly upheld. 43 % of complaints showed as other or no outcome due to the cases being open.

Stage 2

During quarter 1 64 complaints were escalated to Stage 2. 31% of cases were associated with the Surveying team, 18% Disrepair and 14% Estates North.

Escalation breakdown:

Escalation reason	Count
Disagree with decision	15
Failed to address all issues	13
Promised action not taken	11
Promised action insufficient	10
Inadequate compensation	5
Reason not clear	5
Promised action delayed	3
Inadequate explanation	2
Grand Total	64

33% of complaints have been completed within the SLA of 20 working days.

Customer satisfaction

Transactional Satisfaction Survey

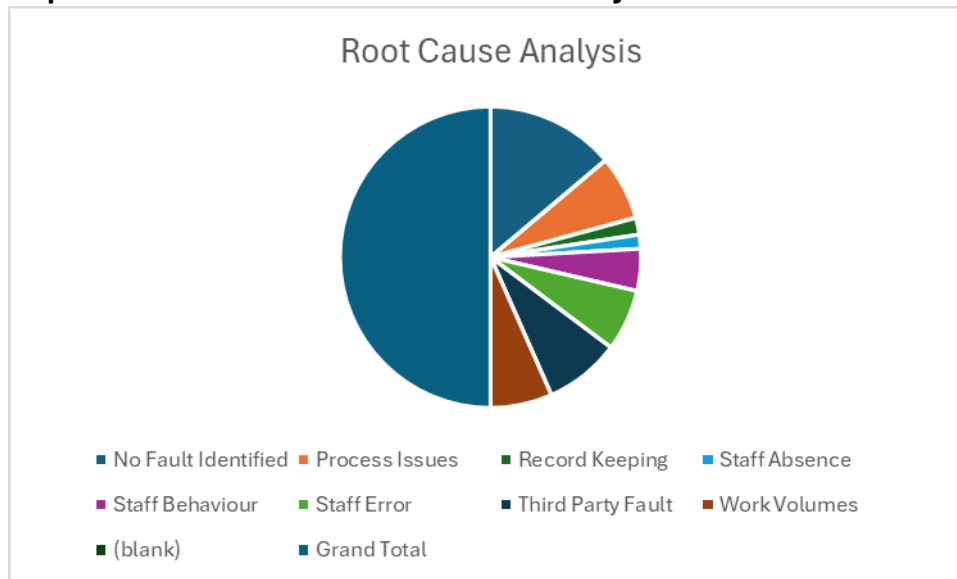
26 complainants went on to complete a satisfaction survey following their complaint. The overall satisfaction rating for complaint handling is 42%. This is a decrease of 12% compared to the previous quarter.

Tenant Satisfaction Measure (perception survey)

During quarter 1, residents responded to the annual resident satisfaction survey (TSM's). 32 % of residents were satisfied with the how BCC (as a landlord) handled complaints. The sector benchmark is 33.8%. This has remained stable compared with the previous quarter.

Landlord Services Root Cause Analysis

Repairs and maintenance root cause analysis



Housing Management and Estates

Housing Ombudsman Determinations

During the quarter 1 (April-June) Bristol City Council received a total of 3 Housing Ombudsman determinations, the findings of these determinations are below:

- Case 1: Severe Maladministration in repairs handling and Maladministration in complaint handling
- Case 2: Service failure in responding to property alteration and service failure in complaint handling
- Case 3: Maladministration in responding to reports of a gas leak

The service has fully accepted the findings and completed all actions to date.

Compensation

In Quarter 1 a total of 10,643.98 has been spent on discretionary compensation, 88% of cases related to a repairs case. £4670.00 has been spent on disturbance payments to residents.

Lessons learned

In response to the themes highlighted in this report the service has undertaken the following actions:

- Updated the website to introduce more information around service requests
- Developed a complaints communications bulletin for staff to promote the service and good practice
- Undertaken a review of process issues for the surveying team

Date: July 2025