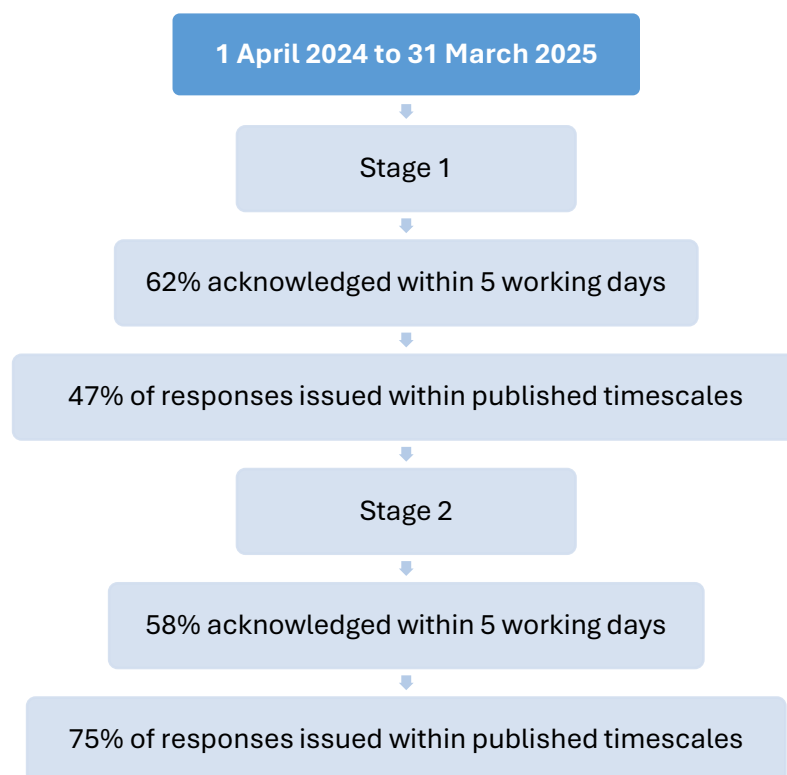


Schedule 1 – Wealden Housing Complaint Handling Performance

Summary Analysis of Complaint Handling Performance for Housing Complaints



1. In the first half of the Review Period, the Information Governance team faced challenges due to staff shortages and an increase in complaints, which affected acknowledgment and response rates. The Complaints Improvement Plan (CIP), outlined in Appendix G, seeks to address these issues. The CIP features initiatives such as strengthening staffing levels, improving triage procedures, optimising system workflows, and offering targeted training. These efforts are designed to minimise future risks, accelerate response times, and ensure ongoing excellence in complaint handling standards.
2. Thanks to recent service enhancements, the first quarter of 2025–26 saw notable progress. The percentage of complaints acknowledged and addressed within the designated timeframe increased to 92%.

Housing Service Breakdown

Stage 1

3. Table 1 shows the number of complaints received per housing function, with a breakdown by stage of the complaints procedure. Table 1 figures include some

overlap where a complaint involves more than one housing area, so a complaint may be logged in more than one category.

Table 1: Breakdown of complaints by Housing Area for 2024/25

	Tenancy & Estates Service	Property Services	Housing Options
Service Request	8	7	2
Stage 1	51	26	21
Stage 2	16	8	4
Referred to Housing Ombudsman Service	10*	3	1

* 8 of the complaints registered with the HOS in relation to Tenancy & Estates Service were made by 2 complainants.

4. Between 2023/24 and 2024/25, tenant complaints at Stages 1 and 2 increased by 11%. The Council has 3,054 rented homes, with Stage 1 tenant complaints in 2024/25 recorded at 30 per 1,000 homes, compared to 22 per 1,000 homes in 2023/24. A detailed summary of complaints and related performance data is available in Appendix E.

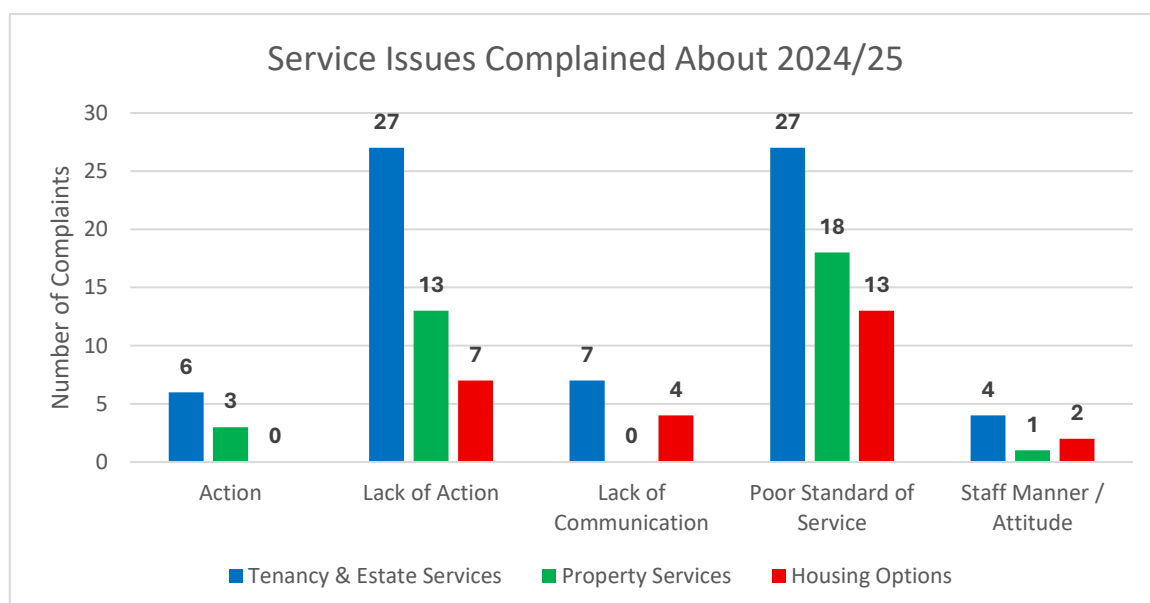
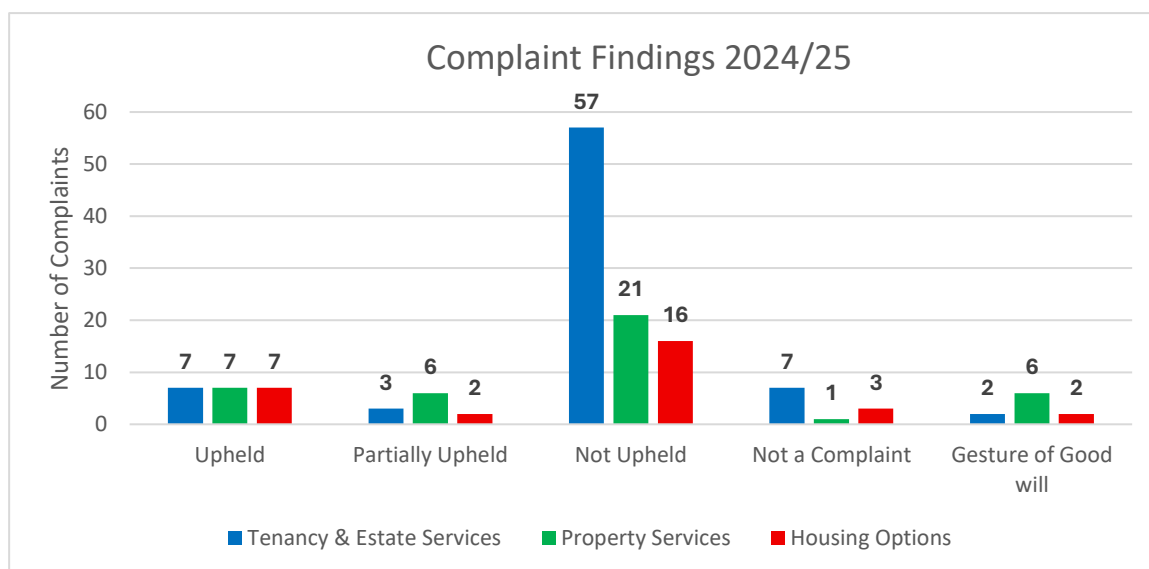


Table 2: Breakdown of the type of service issues being complained about by our tenants:

5. In 2024-25, most tenant complaints were about poor service (50%), followed by a lack of action next (41%). Complaints often overlap multiple issues, so one complaint may be logged in more than one category.
6. Table 3 details how many complaints were upheld, not upheld, or partially upheld for 2024/25, along with those resulting in financial settlements. Gestures of goodwill amounted to £820 for the Review Period.

Table 3: Complaint Findings



7. The Council accepts all complaints unless there is a valid reason not to. There have been 11 instances where the Council has decided not to accept a complaint. These have involved housing issues outside the complaints process that did not meet the criteria set out in the complaints process. All of these cases were subject to separate appeal or tribunal process, such as a banding review or were matters of opinion rather than relating to service-related provision. In each case, the Council clearly explained the reasons for rejection and provided guidance on alternative contacts where appropriate.

Stage 2

8. Housing received 24 escalation requests to Stage 2; all were reviewed, but only one response was changed from 'not upheld' to 'partially upheld' due to an administrative error.
9. All escalated complaints received further explanation, and one was partially upheld for omitted data in Stage 1.
10. Despite a 51% increase in complaints for 2024/25, 71% were resolved at Stage 1, with only 29% escalating to Stage 2—an improvement from last year's 74%. This reflects better early resolution and more effective initial complaint handling.

The Regulator of Social Housing

11. The Regulator of Social Housing (“Regulator”) is the body that oversees social landlords to ensure they are well managed, financially sound, and provide good quality homes and services. Landlords must:
- Keep homes safe and well maintained
 - Treat tenants fairly and with respect
 - Respond to complaints properly
 - Make sure tenants are listened to and involved
 - Be open and honest about how we perform
12. From April 2024, the Regulator can inspect how landlords serve tenants under new Consumer Standards, requiring evidence of listening, learning from complaints, and service improvement.
13. All social landlords must collect and report on [Tenant Satisfaction Measures \(TSM\)](#), including how complaints are handled. These results help the Regulator assess landlord performance and service quality.

Measure	TSM Satisfaction Result 2024 – weighted to ensure they are representative of our tenants and the homes they live in	TSM Satisfaction Result 2024 – unweighted	TSM Satisfaction Result 2023 – unweighted (no weighting was carried out in 2023)
TP09 Satisfaction with the landlord’s approach to handling complaints	Of those that had made a complaint in the past 12 months: 41.1% Satisfied	Of those that had made a complaint in the past 12 months: 43.2% Satisfied	22.9% of respondents had made a complaint in the past 12 months. Of these 44.9% Satisfied

14. Tenant satisfaction regarding complaint handling remains relatively low, which may be due to several contributory factors. Concerns include a perceived lack of effective resolution or meaningful action. In certain circumstances, complainants feel their concerns are not afforded sufficient consideration or that outcomes have been predetermined, resulting in diminished trust in the procedure. Furthermore, when complaints pertain to ongoing service matters—such as repairs or housing conditions—tenants often evaluate the complaints process based on the unresolved status of the initial issue rather than on the manner in which the complaint is managed.