

Report to: Board

Report by:

Subject: Annual Complaints Performance and Service Improvement Report
April 2026 (2025/26 Q1-Q4)

Item Number: ##

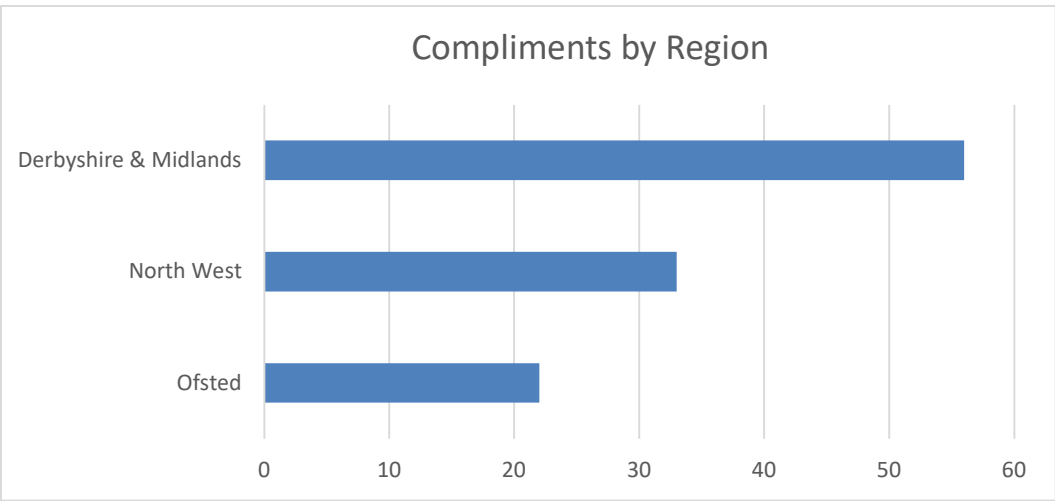
Date: 8/5/26

1. Introduction.

- 1.1. The complaints and feedback policy were reviewed and updated in March/April 2025 in line with the RSM Internal audit recommendations carried out in January 2025. Two minor amendments were actioned to ensure compliance against the audit.
- 1.2. There have been 150 complaints and 115 compliments received during the period 1 April 2025 to 31 March 2026. (Q1-Q4)
- 1.3. Data analysis shows that the number of complaints has decreased and the number of compliments as a percentage have increased significantly.

2. Compliments

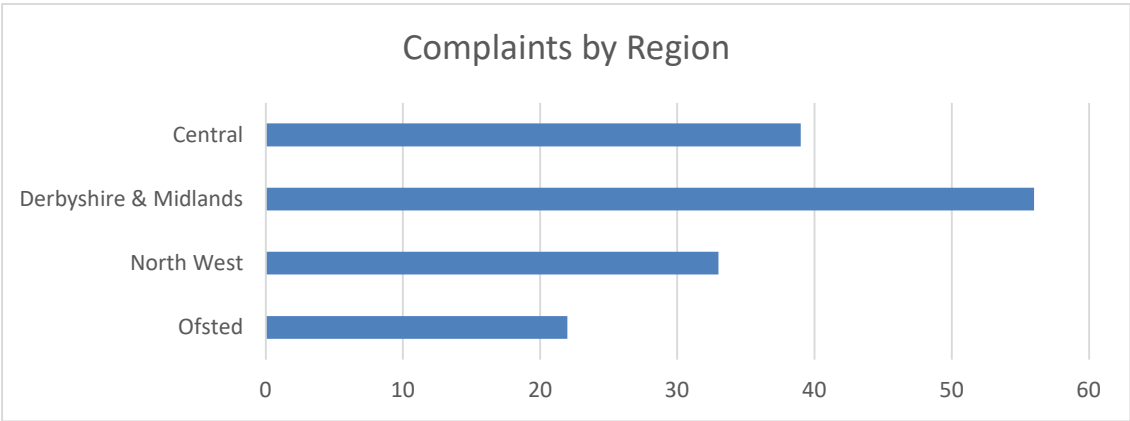
- 2.1. There were 115 compliments received across all regions including central. In comparison with 2024/25 the number of compliments has decreased by more than 50%.
- 2.2. The charts below show the breakdown by region and by project. There has been a notable decrease in compliments received in the Northwest & Wales and Denbighshire.



2.3. The most common themes for compliments were categorised as staff member followed by support provided.

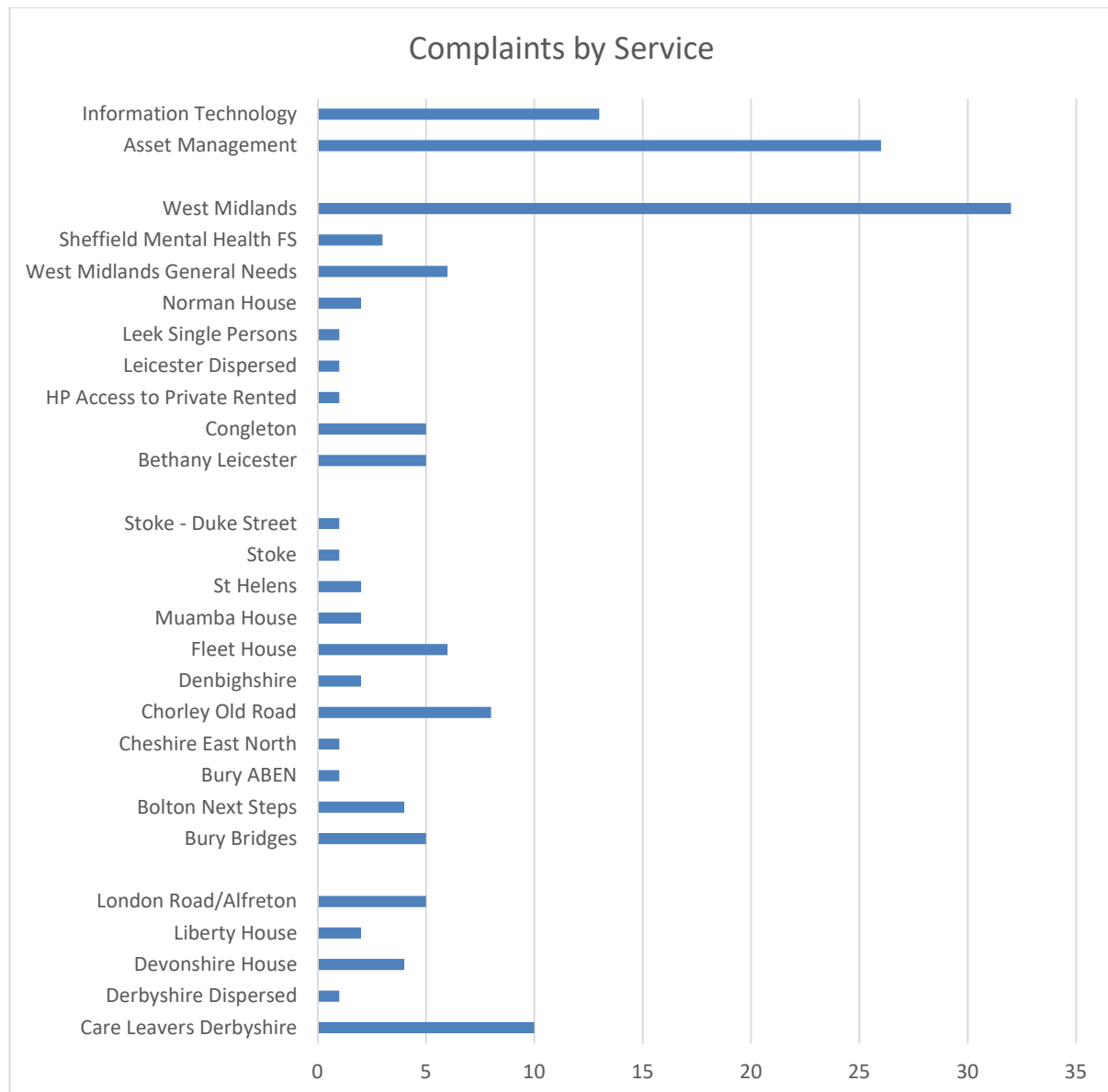
3. Complaints

3.1. From the 150 complaints received the chart below shows the breakdown of complaints by region.

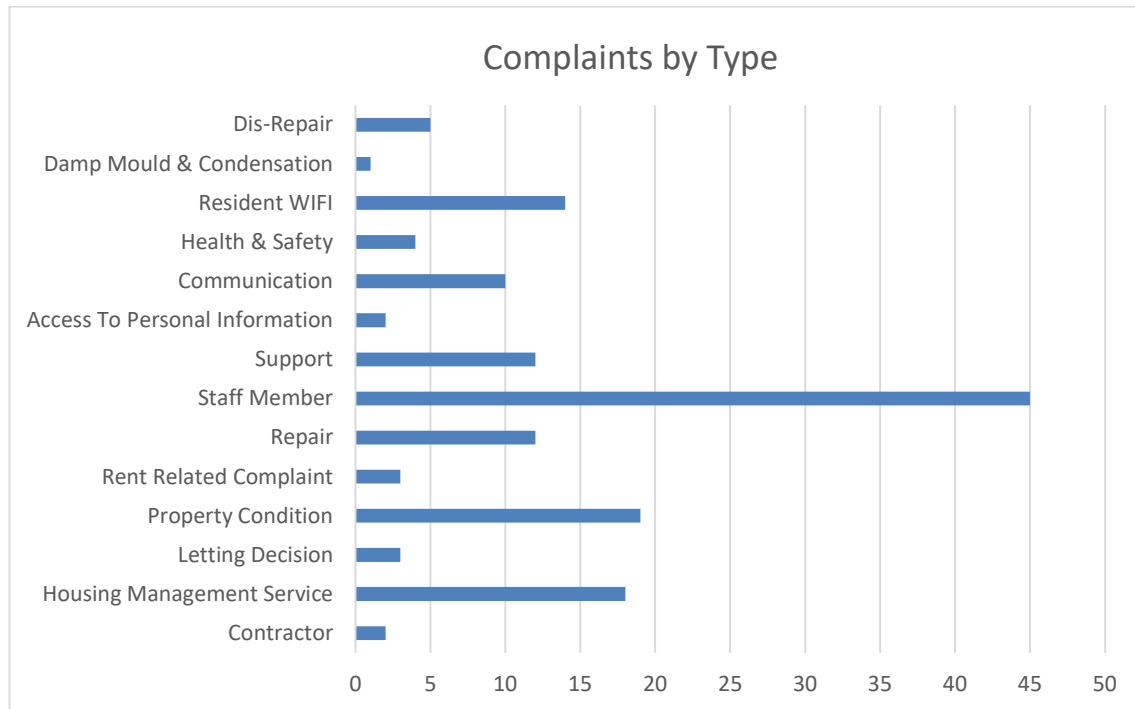


3.2. All Regions apart from Northwest saw a decrease of 10% or more in complaints compared to 2024/25.

3.3. The chart below shows the breakdown of complaints by service. The data indicates that a higher proportion of complaints were captured for Asset Management and at West Midlands where the majority of properties are dispersed. The data also shows a high proportion of complaints for Information Technology.

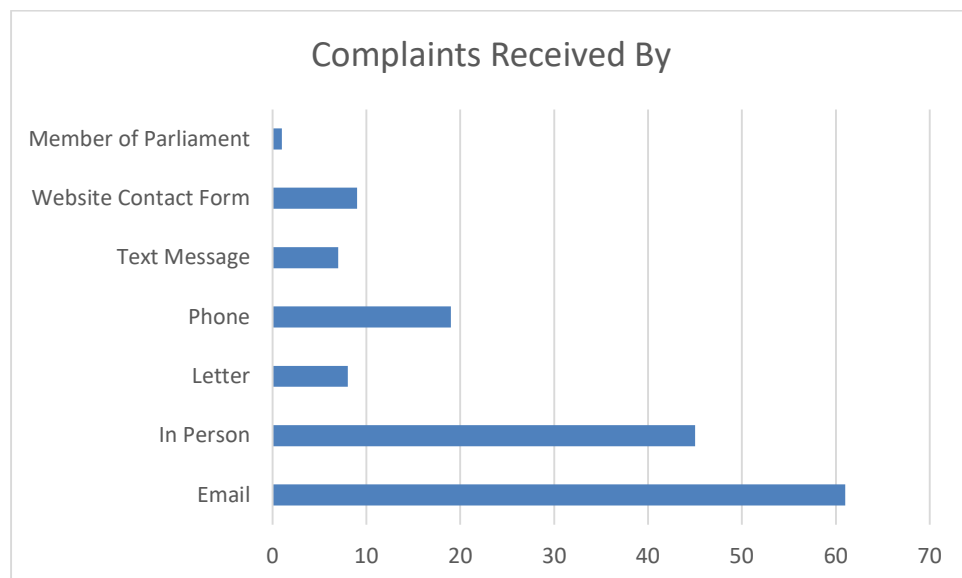


3.4. The chart below shows the breakdown of data by complaint types.



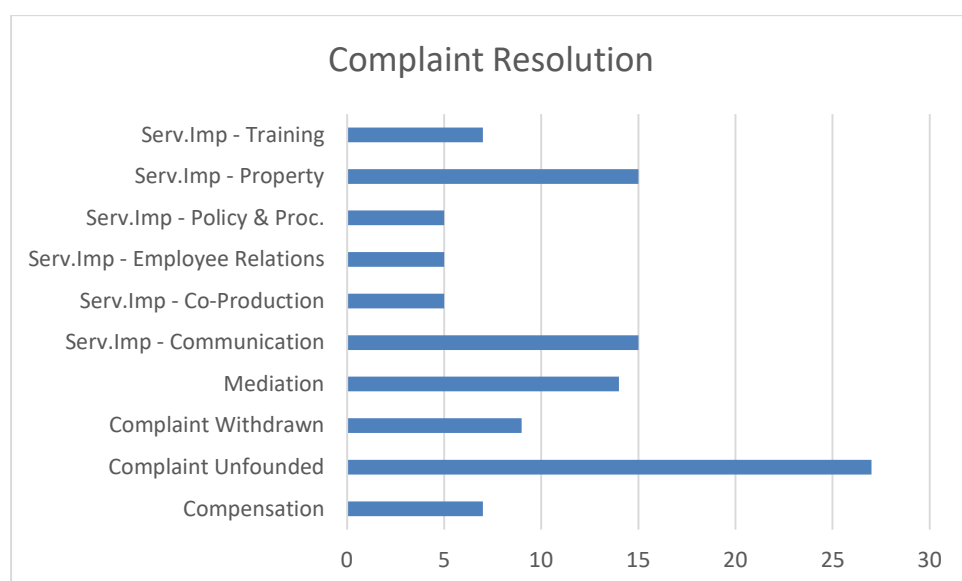
- 3.5 The data shows staff related complaints was the highest type of complaint received with an increase of 16% compared to 2024/2025. Themes for staff related complaints were under investigation with the quarterly working group assisting with remedies and solutions for improvement although a vast majority were closed unfounded. Examples of unfounded complaints relating to staff include issues with conduct and rudeness of staff.
- 3.6 Property Condition and Resident Wifi complaints have significantly increased year to date from previous analysis.
- 3.7 There was an opportunity to cross reference entrance & exit surveys to understand themes indicating areas of improvement for operations and housing/asset teams.

4. How complaints have been received



- 4.1 Reporting complaints in person and via email were the top methods used but a variety of methods remain equally available and utilised. The new website was introduced in December 2022, but figures recorded do not reflect this option being utilised. This will need further investigation with the Customer Services Team to ensure that the recording of data is more accurate, as evidence suggests complaints received through the Website Contact Form are being recorded as being received by email.

5. Resolving complaints



- 5.1 Complaint unfounded was the largest outcome response to complaints recorded. Service improvement (communication) and Service improvement (property) were the top resolution outcomes where a complaint was progressed under the policy.
- 5.2 Data suggests that 10 complaints escalated to a Stage 2 and 4 to the Housing Ombudsman Service. Issues have been identified with the administration of complaint stage on closure.
- 5.3 Complaints were resolved within an average of **29** days showing an increase on the average of **13.94** days in 2024/25. This is outside the target of 15 working days. The main theme for complaints there were delayed in being resolved was 'Complex Case'.
- 5.4 69% of complaints were resolved within the 15 days policy target. All 31% of complaints that were closed out of target recorded a Delay Reason.
- 5.5 On audit the quality of records has vastly improved compared to 2024/25 following the introduction of a dedicated Complaint Officer and regular data audits. However, there are still areas that can be improved.

5.6 **Ombudsman Complaint Handling Code Compliance**

The Housing Ombudsman Complaint Handling Code states that we must publish an Annual Complaints Performance Report, a Self-Assessment Report and the Self-Assessment Form on our website. We must also then submit a return and provide links to the above documents to evidence compliance with the HO Handling Code. Adullam complied with the above for 2024/25 with all documents made available on the website, and a submission made to the Housing Ombudsman on 28/05/2025. This was within the HO submission deadline of 30/06/2025. For 2025/26 Adullam are required to submit the return to the Housing Ombudsman by 30/09/26.

5.7 **Housing Ombudsman Complaint – Case ID - 202423469**

On 11th November 2024 we received an email from the Housing Ombudsman regarding a complaint received from an Adullam tenant relating to staff behaviour, the level of support offered, rent arrears and service charge arrears. The complaint had previously been actioned following the Complaints Policy and Procedure with the tenant not satisfied with Adullam's response.

The Housing Ombudsman requested that we provide a response within 15 working days. This was complied with, and a response was sent 23rd November 2024.

Following the response, the Housing Ombudsman informed us on 13th February 2025 that the case has now been placed in a queue and is awaiting allocation to a member of the Triage and Mediation team. Adullam were also asked to provide further documentation relating to the original complaint by 27th

February. We responded to this request on 4th March 2025. The Housing Ombudsman requested further information on 19th Jun 2025. All requested information was emailed to the Housing Ombudsman 26th August 2025.

5.8 Housing Ombudsman Complaint – Case ID 202543158

Adullam received an email from the Housing Ombudsman 4th March 2026 regarding a complaint received from an Adullam tenant regarding the handling of concerns relating to timescale of application to move from supported housing to general needs, and communication. A response has been sent to the Housing Ombudsman with details of the complaint.

The complaint was not upheld due to the move from supported housing to general needs being completed on 29th January. However, as there was a delay with the complaint handling process £50 compensation has been awarded to the complainant.

5.9 Housing Ombudsman Complaint – Case ID 202527708

The Housing Ombudsman contacted Adullam 16th December 2025 regarding a complaint received from an Adullam tenant relating to the landlord's handling of repairs, gardening and pest control. The complaint had previously been acknowledged in August 2025 with the tenant receiving no further correspondence relating to their complaint.

Housing Ombudsman requested a response by 23rd December 2025. Due to annual leave and the Christmas period an extension request for 12th January 2026 was forwarded to Housing Ombudsman. However, no response was received.

A Resolution letter was sent to the tenant on 12th January with an offer of compensation. All requested information was also emailed to Housing Ombudsman on 12th January 2026.

5.10 Housing Ombudsman Complaint - Case ID – 202527812

Adullam received an email from Housing Ombudsman 1st December regarding a complaint received from an Adullam tenant relating to the landlord's response to reports of ASB, concerns of institutional discrimination and requests to be rehoused. Housing Ombudsman requested a response by 8th December. The complaint had previously been actioned following the Complaints Policy and Procedure with the tenant not satisfied with Adullam's response.

Adullam requested an extension with Housing Ombudsman for 18th December.

All information was provided to Housing Ombudsman within the time scale, and the complaint was escalated internally to Stage 2. A Stage 2 resolution letter was hand delivered to the tenant on 20th January 2026 and included an offer of compensation.

6. Adullam Homes Data Protection Complaints Policy

The UK Data (Use and Access) Act 2025 (DUA Act) introduces a statutory requirement for all organisations to implement a formal data protection complaints process by June 2026. Under the new regime, complaints must be addressed internally before they can be escalated to the Information Commissioner's Office (ICO). This policy explains how Adullam Homes Housing Association Limited (AHHA or 'the Association') handles complaints from individuals who believe their personal data has been mishandled. It ensures that complaints are investigated fairly, resolved transparently, and recorded in accordance with the Data (Use and Access) Act 2025, UK GDPR, the Data Protection Act 2018, and Information Commissioners Office (ICO) guidance.

The regime imposes two core duties:

- (a) creating and publicising a complaints process, and
- (b) operating that process effectively in practice.

The legal duty derives from Section 103 of the DUA Act, which inserts a new Section 164A into the Data Protection Act 2018. This provision requires all controllers to 'maintain and operate a complaints process' that individuals can use to raise data protection concerns directly with the organisation.

7. Conclusion & recommendations

- 7.1 There were a large increase of complaints from the previous year. Expansion of services, introduction of the website and the promotion of complaints/compliments across the association has affected increasing numbers. Complaints capture through poor exit reviews have increased which is a positive indicator. However, all regions saw a 10% or more increase in complaints received compared to 2024/25.
- 7.2 Compliments received were down on 2024/25. Denbighshire reported the highest number of compliments for 2024/25. However, this service has reduced in both property and TRS number during the 2025/26 period, which has affected the overall number of compliments received.
- 7.3 Data suggests access to making a complaint was well promoted by the range of methods used and touch points evidenced.
- 7.4 Central services have seen an increase in complaints received on the year 24/25. A new complaint type of Resident Wifi has been introduced during the

- 2025/26 period and has contributed to an increase of complaints recorded for Information Technology. Long delays identified are when litigation is apparent e.g. solicitor
- 7.5 A high proportion of complaints received were recorded as being from the West Midlands service. However, there has been an increase in compliments for the service compared to 24/25.
 - 7.6 Complaint's data suggested a high proportion of complaints are unfounded. Understanding themes for this need's further investigation. This will be tasked to the bi-annual working group and tenant engagement & satisfaction lead.
 - 7.7 All staff are now required to complete the Complaints Handling Code Training that is available through the Housing Ombudsman Centre for Learning. Currently 251 have added the training to their PDP's on Cascade, and 162 are showing as having completed the training. Although there has been an improvement in these figures during 25/26, the training still need promoting within the services. Training can be tracked through Cascade for permanent members of staff. However, there is difficulty in tracking training with agency/ASE members due to their details not being recorded on Cascade.

Service Improvement - Follow on work for 2025/26 completed/under way:

- Complaints Tracker Group – consists of lead officers throughout Adullam Homes who meet bi-annually to review and monitor performance
- As at point 6 – a new Data Protection Complaints Policy has been created.
- New fields have been added to the Complaints module in Pyramid that will enable staff to record data related to compensation offered and given to complainants.
- Following on from a recent audit guidance has been added to the Complaints Policy and Procedure regarding how a Housing Ombudsman complaint is handled internally.
- A new Complaints module is currently in development with Omniledger, and the Complaints Officer is part of the Focus Group. The new module will include the ability track the progress of a complaint at both Stage 1 and Stage 2, and also record in detail outcomes and lessons learned. There is currently no estimated time of completion for the new module.
- The Complaints Officer, along with Omniledger has begun the process of exploring options to introduce capturing Complaints Satisfaction. This will be further investigated once the new Complaints module is in place.
- Compliments are still recorded alongside Complaints within Pyramid. However, they are now reported separately and not included in the overall complaints data. This ensures the figures are now accurate and no longer skewed due to the compliments data no longer being included.
- Complaints Handling Code Training added to Virtual College.