

**Customer
Voice**

Complaint Performance

Housing and Support Services
Quarter One 25/26



Contents

1. Introduction
 2. Volume of Complaints
 3. Complaints Breakdown by Service Area
 4. End-to-End Reviews
 5. Compensation
 6. Compliments
- 



Introduction

One Vision Housing (OVH) recognises that sometimes things go wrong and welcomes customer complaints as opportunities to improve. We then analyse customer feedback to implement improvement measures across our range of service areas.

The Customer Experience Team is responsible for coordinating all complaints across OVH, including those related to our Housing and Support services. This report details complaints specifically for Housing and Support services during Quarter One of the current financial year (April 1 - June 30, 2025).


Contact information - For further details or clarification, you can contact the Customer Experience Team via email, phone, or mail using the below details:

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Complaint Performance Overview

Key Points

Stage One Complaints:

- The percentage of complaints resolved at Stage One increased to 88%.
- The percentage of complaints upheld or partially upheld increased to 68% from 66%.

Stage Two Complaints:

- In Quarter one, the number of complaints closed increased to 9 from 7.
- Percentage of complaints responded to within target time remained consistent at 100%.
- Number of Stage Two complaints upheld or partially upheld decreased from 57% to 33%.

	Qtr. 2	Trend	Qtr. 3	Trend	Qtr. 4	Trend	Qtr. 1
Number of Stage 1 complaints closed	38	↓	31	↑	44	↓	43
% of complaints resolved at Stage 1	92%	↓	87%	↓	84%	↑	88%
% of Stage 1 complaints responded to within target time	100%	↔	100%	↓	99%	↑	100%
Average number of working days to resolve a Stage 1 complaint	8.9	↑	10	↔	10	↑	10.8
% of Stage 1 complaints upheld or partially upheld	61%	↔	61%	↑	66%	↑	68%
Number of Stage 2 complaints closed	3	↑	4	↑	7	↑	9
% of Stage 2 complaints responded to within target time	100%	↔	100%	↔	100%	↔	100%
Average number of working days to resolve a Stage 2 complaint	11	↑	19	↑	20	↓	19
% of Stage 2 complaints upheld or partially upheld	33%	↑	50%	↑	57%	↓	33%

Community Safety & CCTV

Complaint Summary

In Quarter One 16 Stage One and three Stage Two complaints were raised for Community Safety and CCTV.

This is an increase from Quarter Four 24/25 where the total number of complaints for both Stage One and Stage Two was 10.

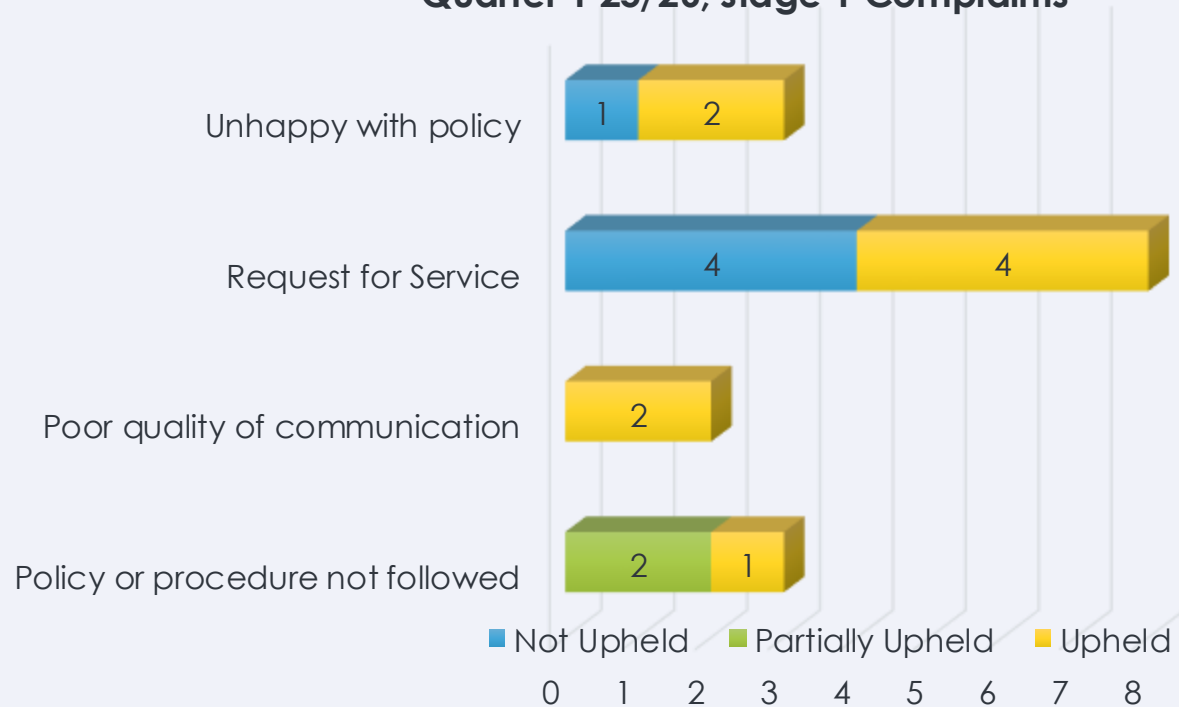
The top cause of upheld complaints was:

Request for Service – These complaints were related to instances where ASB had not been previously reported to us.

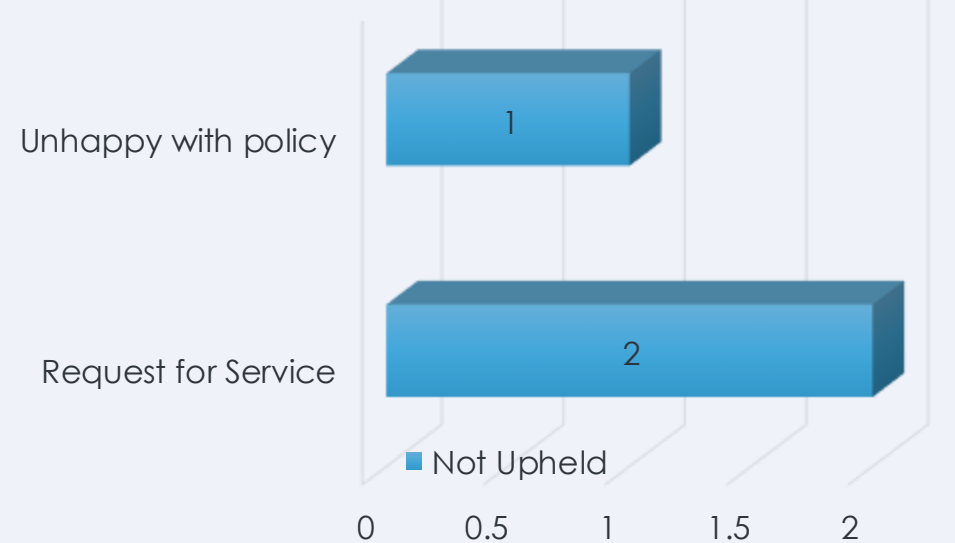
Closed Complaints	Quarter 2 2024/25	Trend	Quarter 3 2024/25	Trend	Quarter 4 2024/25	Trend	Quarter 1 2025/26
Stage 1 Closed	7	↓	6	↑	9	↑	16
% Upheld	57%	↑	83%	↑	89%	↓	69%
Stage 2 Closed	0	↑	2	↓	1	↑	3
% Upheld	-	↑	50%	↑	100%	↓	0%

Community Safety & CCTV

CCTV & Community Safety
Quarter 1 25/26, stage 1 Complaints



Community Safety
Quarter 1 25/26, stage 2 Complaints



Community Safety & CCTV

Lessons Learnt

1. Ensure that service level agreements are adhered to and all required contact and communication is carried out.
2. Improve communication with customers and ensure they are kept up to date with progression of cases.
3. Ensure that relevant/proportionate action is taken should evidence of anti-social behaviour be supplied.
4. Additional training should be provided to out of hours call handlers to improve their customer service skills and improve how they handle reports of ASB.

Neighbourhood Services

Complaint Summary

In Quarter One there was a decrease in Stage One complaints from 27 to 24 and an increase in Stage Two complaints from four to five.

We have also seen another increase in the percentage of upheld complaints with our Stage One upheld complaints increasing from 56% to 71%.

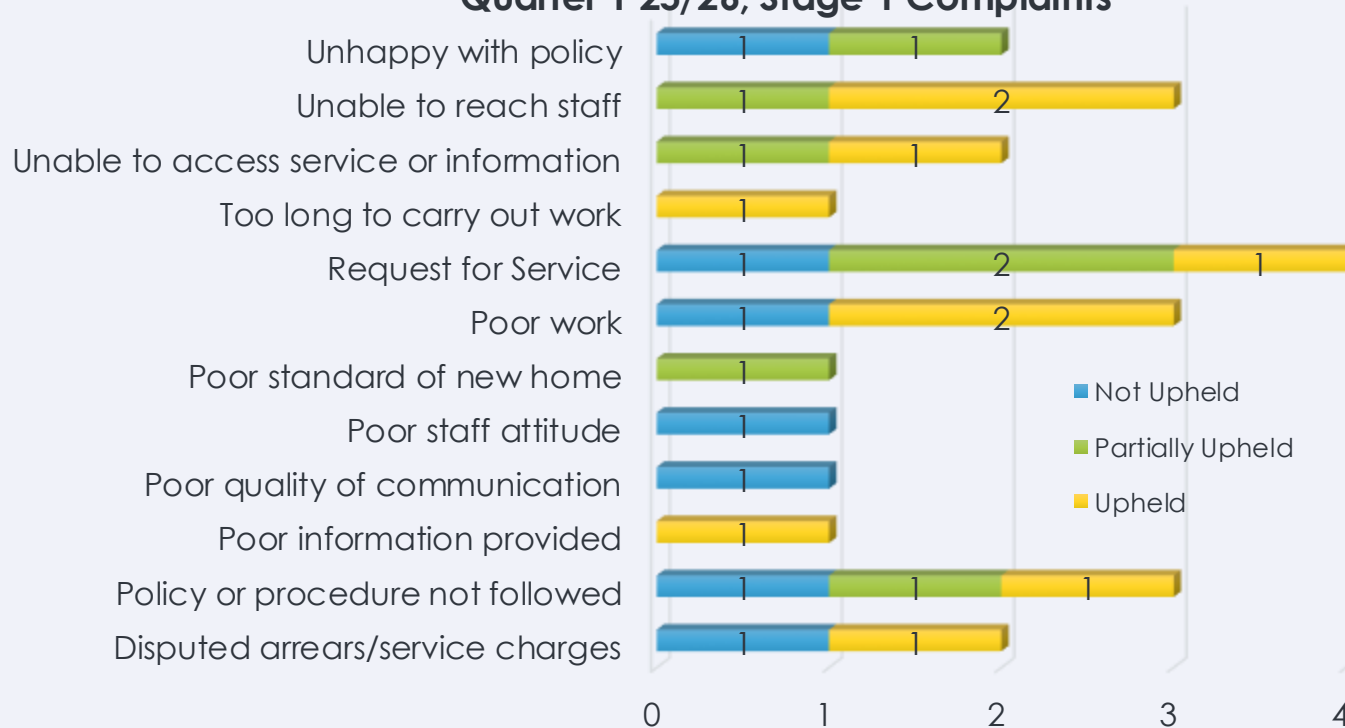
The top cause of upheld complaints was:

Request for Service – These complaints were related to instances where issues had not yet been reported to us.

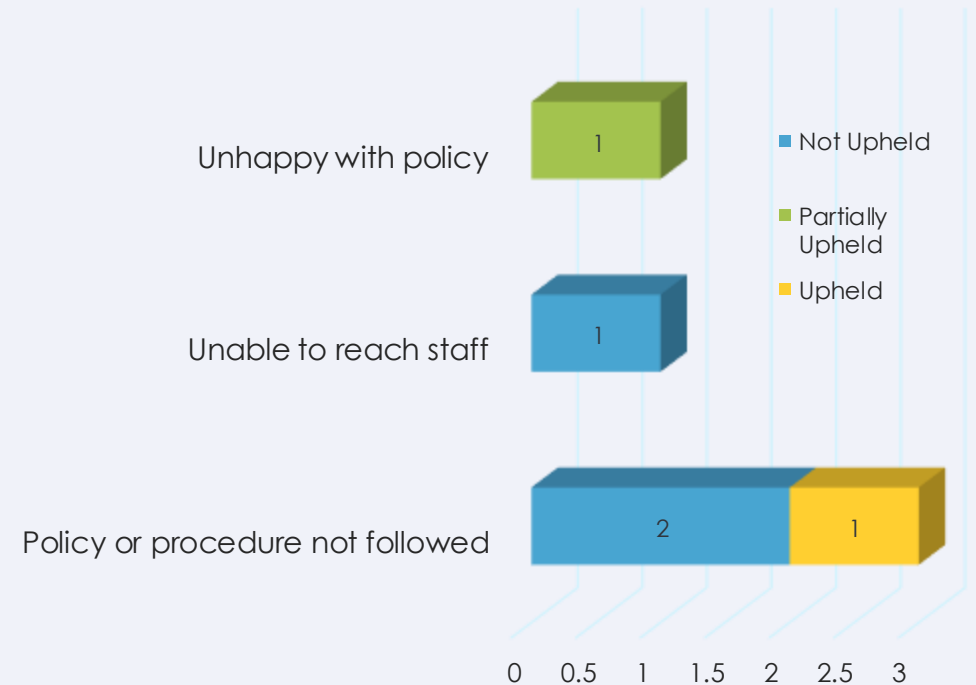
Closed Complaints	Quarter 2 2024/25	Trend	Quarter 3 2024/25	Trend	Quarter 4 2024/25	Trend	Quarter 1 2025/26
Stage 1 Closed	20	↓	13	↑	27	↓	24
% Upheld	45%	↑	46%	↑	56%	↑	71%
Stage 2 Closed	3	↓	0	↑	4	↑	5
% Upheld	33%	↓	-	↑	50%	↓	40%

Neighbourhood Services

Neighbourhood Services
Quarter 1 25/26, Stage 1 Complaints



Neighbourhood Services
Quarter 1 25/26, Stage 2 Complaints





Neighbourhood Services

Lessons Learnt

1. Improve communication when officers change patches and ensure timely responses to customer contacts and enquiries, adhering to service level agreements (SLAs) across all areas. Ensure internal communication is improved to prevent information loss due to system issues or staff transitions.
2. Provide clear upfront information to new tenants, such as whether a property has a garden and ensuring it's in a lettable state upon move-in.
3. Maintain transparency with customers regarding case progression and actions taken, while respecting data protection (GDPR) for other residents' information.
4. Process refunds correctly and promptly, within established SLAs, especially during system transitions.
5. Facilitate dispute resolution, such as arranging mediation with neighbours.

Customer Access & Customer Service Centre

Complaint Summary

Stage One complaints decreased from six to three in Quarter One whilst Stage Two complaints remained the same at one complaint escalated.

The percentage of complaints upheld decreased minimally from 67% to 66%. Complaints upheld at Stage Two remained at 100%.

The top cause of upheld complaints was:
Unable to reach staff / unable to access service or information.

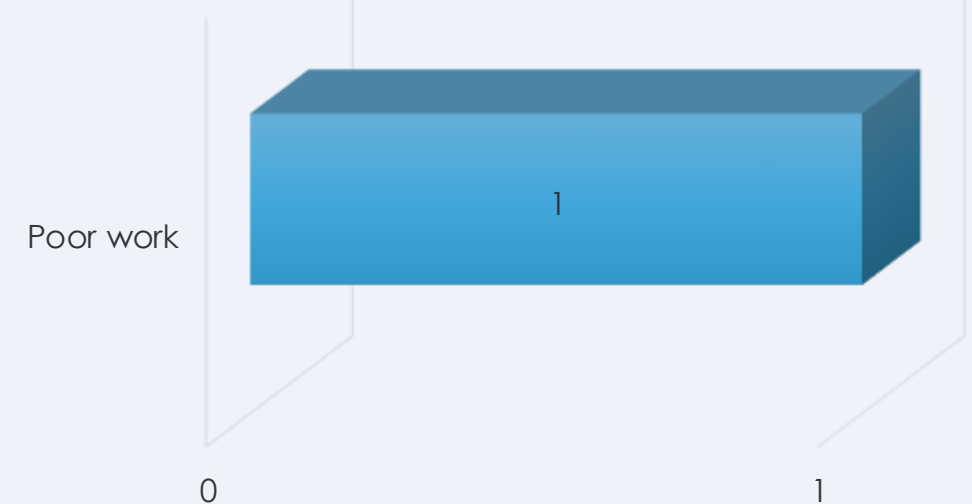
Closed Complaints	Quarter 2 2024/25	Trend	Quarter 3 2024/25	Trend	Quarter 4 2024/25	Trend	Quarter 1 2025/26
Stage 1 Closed	3	↑	5	↑	6	↓	3
% Upheld	100%	↓	80%	↓	67%	↓	66%
Stage 2 Closed	0	↔	0	↑	1	↔	1
% Upheld	-	↔	-	↑	100%	↔	100%


Customer Access & Customer Service Centre

Customer Service Centre
Quarter 1 25/26, stage 1 Complaints



Customer service centre
Quarter 1 25/26, stage 2 Complaints





Customer Access & Customer Service Centre

Lessons Learnt

1. Work with call centre staff to ensure correct option is chosen when repairs are raised.
2. Liaise with IT to investigate improvements in the sign-up process for My Account.

Commercial Properties

Complaint Summary

Stage One complaints saw an increase from one to two whilst Stage two complaints decreased from one to zero.

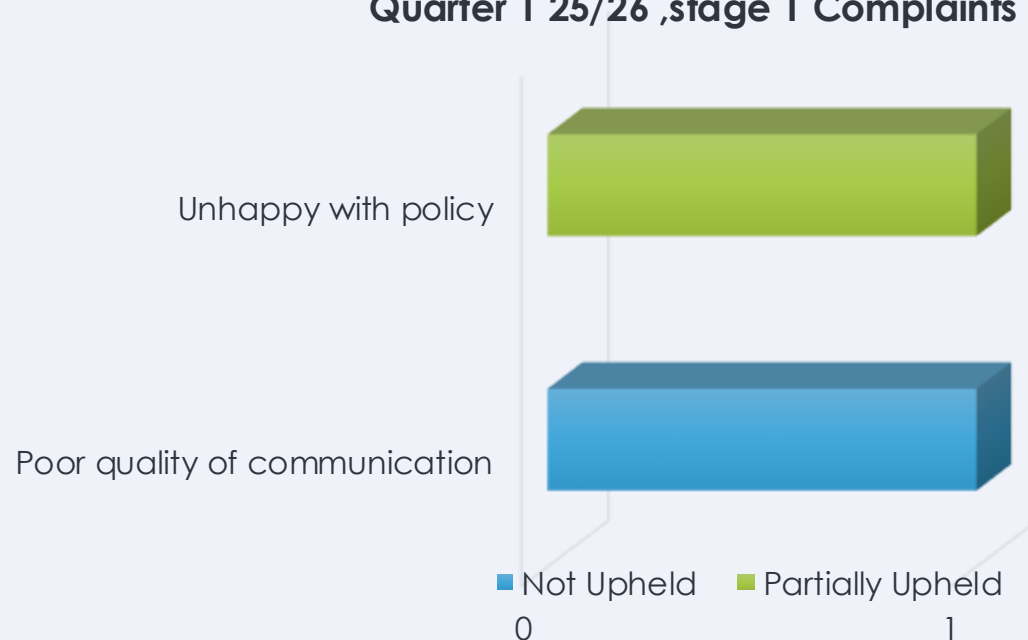
The percentage of upheld complaints decreased from 100% to 50%.

The top cause of upheld complaints was:
Unhappy with policy

Closed Complaints	Quarter 2 2024/25	Trend	Quarter 3 2024/25	Trend	Quarter 4 2024/25	Trend	Quarter 1 2025/26
Stage 1 Closed	4	↑	6	↓	1	↑	2
% Upheld	100%	↓	67%	↑	100%	↓	50%
Stage 2 Closed	0	↑	1	↔	1	↓	0
% Upheld	-	↓	-	↔	-	↔	-

Commercial Properties

Comercial Properties
Quarter 1 25/26 ,stage 1 Complaints



Lessons Learnt:

1. Ensure correct information is sent to customers in order to avoid confusion.

*No Stage 2 complaints reported for Quarter One.

Independent Living

Complaint Summary

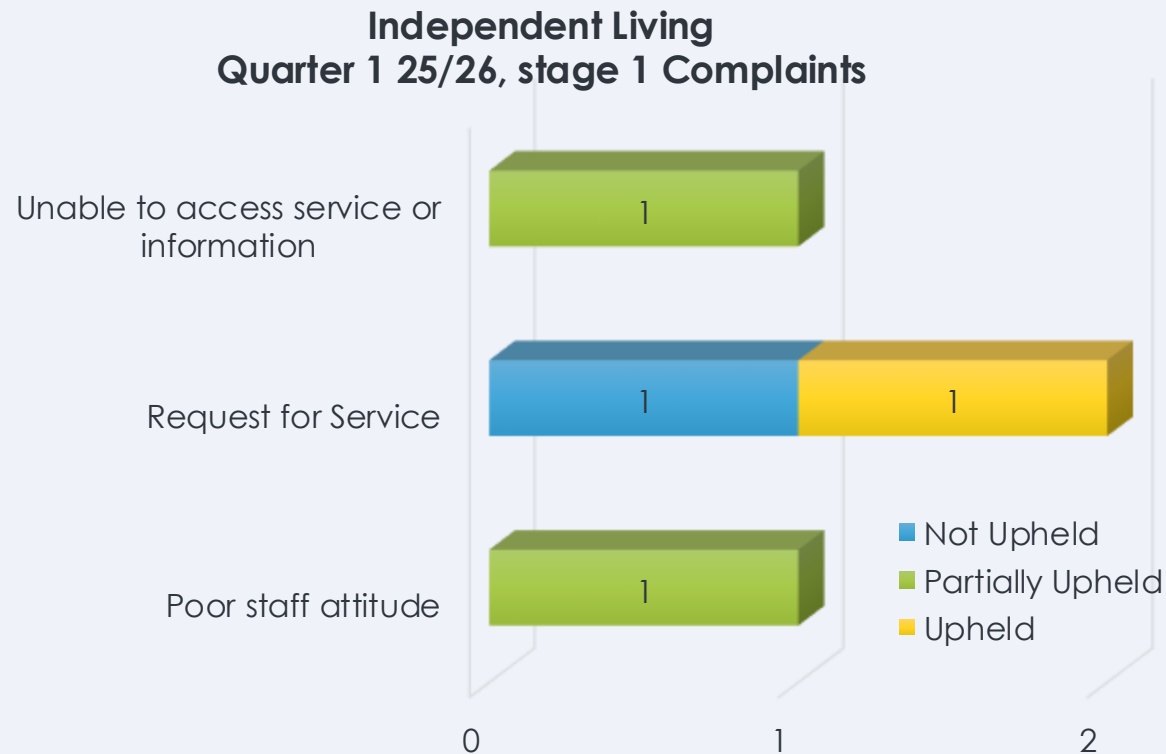
Stage One complaints saw an increase from one to four whilst zero complaints were escalated to Stage Two.

The number of upheld complaints at Stage One decreased from 100% to 75%.

The top cause of upheld complaints was:
Unhappy with policy

Closed Complaints	Quarter 2. 2024/25	Trend	Quarter 3. 2024/25	Trend	Quarter 3. 2024/25	Trend	Quarter 1 2025/26
Stage 1 Closed	4	↓	1	↔	1	↑	4
% Upheld	75%	↓	0%	↑	100%	↓	75%
Stage 2 Closed	0	↑	1	↓	0	↔	0
% Upheld	-	↑	100%	↓	-	↔	-

Independent Living



Lessons Learnt:

1. Specific times for Independent Living visits should not be given to customers due to the nature of these visits as earlier appointments can run on.
2. To ensure effective and supportive interactions during welfare calls, Independent Living Team officers should maintain a calm and professional approach.

*No Stage 2 complaints reported for Quarter One.

End to End Audits

As part of our robust Complaints process, our Customer Experience Team reviews complaints to identify areas for improvement in the complaints process, establishing which complaints could have been avoided with a special focus on escalated or dissatisfied complaints.

12 complaints were escalated of which five of which were deemed to have been avoidable.

Main areas for improvement:

Follow-up Actions and Communication

Carry out works identified as outstanding during Stage 1.

We should ensure that works are carried out as agreed and improve communication with customers when closing complaints.

Complaint Handling & Resolution

We should acknowledge our errors and provide adequate compensation in order to avoid complaint escalation.

We will work to ensure that the customer's concerns are adequately addressed, and available solutions are offered.

Support for Vulnerable Customers

We should ensure that customer's support needs, including those related to mental health, are fully taken into consideration when providing services.

Compensation

As part of a complaint resolution, an Investigating Officer may offer compensation or a gesture of goodwill to the complainant.

Payments made in Quarter One are detailed in the chart.

	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	Quarter 1 2025/26
Total Compensation or Gesture of Goodwill payments	£23,347	£20,933	£19,171	£18,053
% of complaints where a payment was made	61%	41%	41%	58%
Average payment per case	£228	£361	£210	£175
Average payment where case relates to repairs and maintenance	£161	£411	£219	£163
Average payment where case relates to (HASS)	£246	£123	£159	£155

Compliments

We actively track colleague compliments received through various channels as a way to monitor positive trends and identify standout examples of service excellence.

The insights gathered are then regularly shared to individual colleagues and relevant teams to help us to identify and embed best practices across the organisation, enabling us to continuously refine our processes and enhance the overall service experience for all customers.

Service Area	Quarter 2 2024/25	Quarter 3 2024/25	Quarter 4 2024/25	Quarter 1 2025/26
Neighbourhood Services	8	8	13	5
Independent Living	4	3	0	0
Customer Access/Service	16	6	13	2
Community Safety/CCTV	2	6	1	0
Commercial Housing	2	-	1	1