

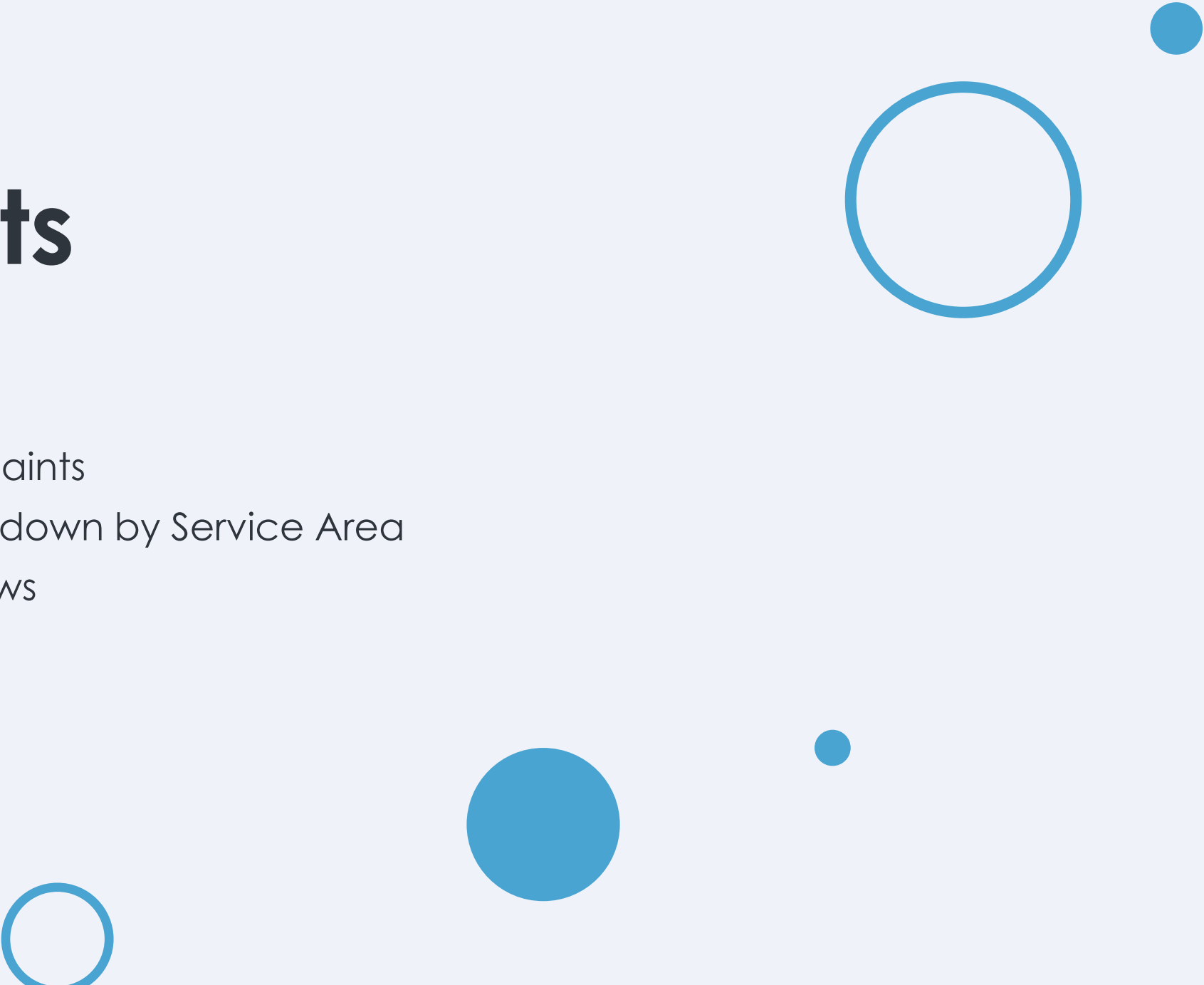
**Customer
Voice**

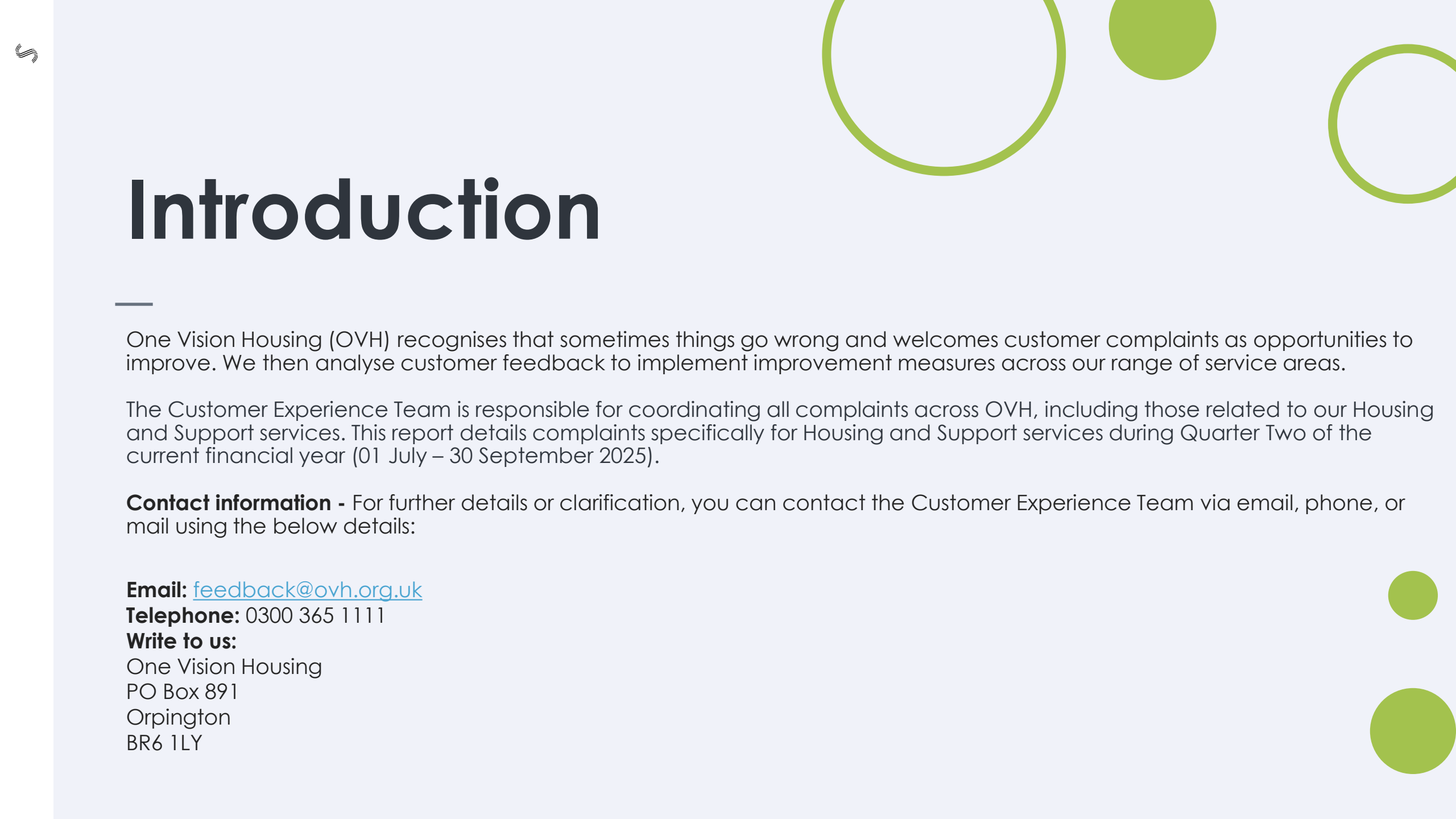
Complaint Performance

Housing and Support Services
Quarter Two 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 Two of the current financial year (01 July – 30 September 2025).

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

Email: feedback@ovh.org.uk

Telephone: 0300 365 1111

Write to us:

One Vision Housing
PO Box 891
Orpington
BR6 1LY

Complaint Performance Overview

Key Points

Stage One Complaints:

- The percentage of complaints resolved at Stage One decreased to 72%.
- The percentage of complaints upheld or partially upheld decreased from 68% to 53%.

Stage Two Complaints:

- In Quarter Two, the number of complaints closed increased from nine to 12.
- Percentage of complaints responded to within target time remained consistent at 100%.
- Number of Stage Two complaints upheld or partially upheld increased from 33% to 66%.

	Qtr. 3	Trend	Qtr. 4	Trend	Qtr. 1	Trend	Qtr. 2
Number of Stage 1 complaints closed	31	↑	44	↓	43	↑	68
% of complaints resolved at Stage 1	87%	↓	84%	↑	88%	↓	72%
% of Stage 1 complaints responded to within target time	100%	↓	99%	↑	100%	↓	99%
Average number of working days to resolve a Stage 1 complaint	10	↔	10	↑	10.8	↓	10
% of Stage 1 complaints upheld or partially upheld	61%	↑	66%	↑	68%	↓	53%
Number of Stage 2 complaints closed	4	↑	7	↑	9	↑	12
% of Stage 2 complaints responded to within target time	100%	↔	100%	↔	100%	↔	100%
Average number of working days to resolve a Stage 2 complaint	19	↑	20	↓	19	↓	16
% of Stage 2 complaints upheld or partially upheld	50%	↑	57%	↓	33%	↑	66%

Community Safety & CCTV

Complaint Summary

In Quarter Two 19 Stage One and five Stage Two complaints were closed for Community Safety and CCTV.

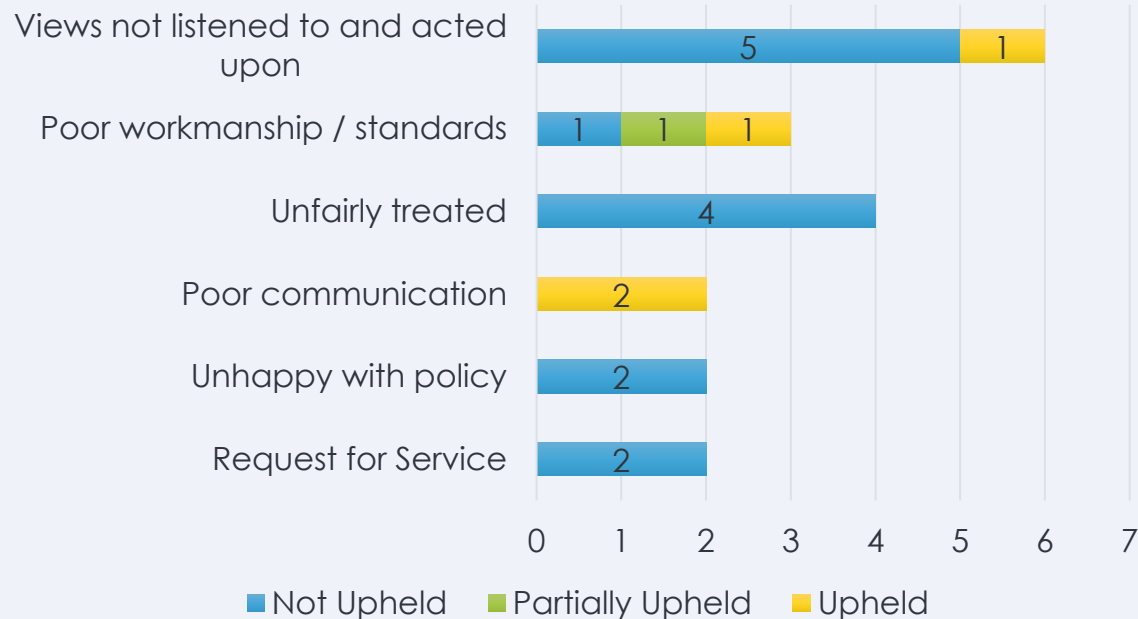
This is an increase from Quarter One where the total number of complaints for both Stage One and Stage Two was 19.

The top cause of upheld complaints was:
Poor standards

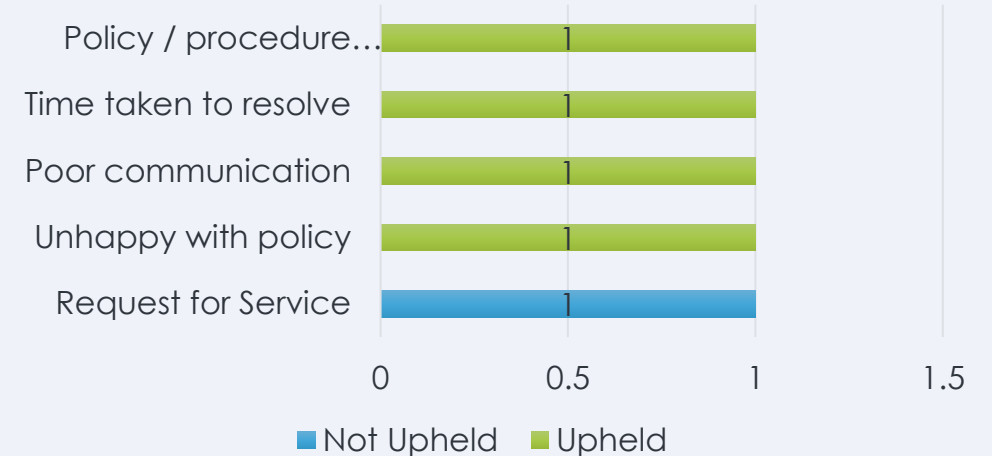
Closed Complaints	Quarter 3 2024/25	Trend	Quarter 4 2024/25	Trend	Quarter 1 2025/26	Trend	Quarter 2 2025/26
Stage 1 Closed	6	↑	9	↑	16	↑	19
% Upheld	83%	↑	89%	↓	69%	↓	26%
Stage 2 Closed	2	↓	1	↑	3	↑	5
% Upheld	50%	↑	100%	↓	0%	↑	80%

Community Safety & CCTV

Stage 1 Complaints - Q2 25/26 Community Safety & CCTV



Stage 2 Complaints - Q2 25/26 Community Safety & CCTV





Community Safety & CCTV

Lessons Learnt

- **Process Compliance & Investigation:** Correct internal procedures for handling Anti-Social Behaviour (ASB) should be reinforced, ensuring all staff follow established protocols like the green card process and REACT case management. A thorough and proper investigation of all ASB reports should take place, making certain that accurate information is provided and that new cases are opened when necessary. Cases should remain open until the ASB issue has been resolved.
- **Communication and Customer Service:** Ensure all reports of ASB are responded to promptly, within 48 hours, this includes enquiries managed by Neighbourhood Services Officers. OVH should aim to keep customers fully updated with the progression of their cases and to assure them that relevant and proportionate action is being taken when evidence of ASB is supplied. Additionally, Neighbourhood Services Officers should undertake further training around ASB handling and general customer service skills to ensure competence in investigation and resolution.

Neighbourhood Services

Complaint Summary

In Quarter Two there was an increase in complaints from 24 to 36; however, there was a decrease in Stage Two complaints from five to zero.

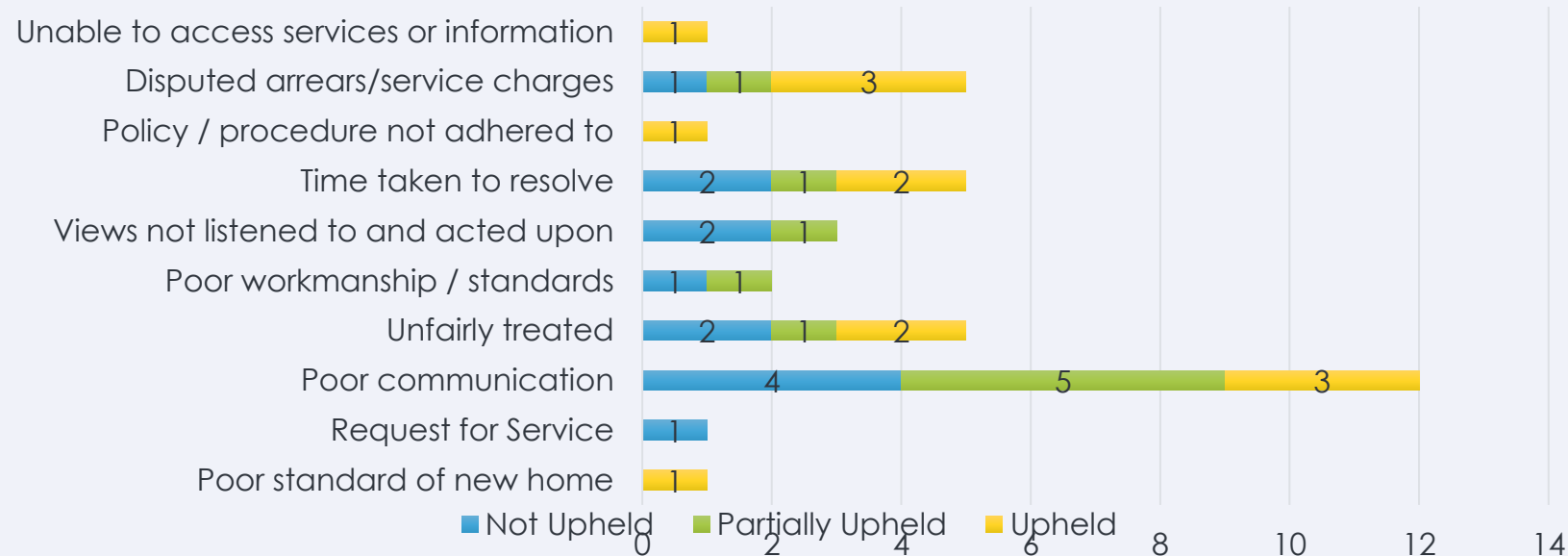
There was a decrease in the percentage of upheld complaints at Stage One from 71% to 64%.

The top cause of upheld complaints was:
Poor communication

Closed Complaints	Quarter 3 2024/25	Trend	Quarter 4 2024/25	Trend	Quarter 1 2025/26	Trend	Quarter 2 2025/26
Stage 1 Closed	13	↑	27	↓	24	↑	36
% Upheld	46%	↑	56%	↑	71%	↓	64%
Stage 2 Closed	0	↑	4	↑	5	↓	0
% Upheld	-	↑	50%	↓	40%	↓	-

Neighbourhood Services

Stage 1 Complaints - Q2 25/26 Neighbourhoods



*No Stage Two complaints logged for Quarter Two 2025/26



Neighbourhood Services

Lessons Learnt

- **Customer Communication:** All staff should endeavour to provide accurate and timely communication. This involves providing correct information about rent accounts, clearly communicating tenant responsibilities at sign-up, and ensuring accurate details are logged on the system for all customer calls. Internal procedures should be reinforced to guarantee all departments respond within the agreed timescales, and all customer calls are returned promptly. Rightmove adverts should be reviewed before publication to ensure property adaptations are verified before publication to avoid misleading customers.
- **Improved Services:** Customer rent refunds should be processed as quickly and efficiently as possible. Customers should be provided assistance where necessary to set up My Account. System improvements are also necessary to resolve administrative errors, such as a window cleaning service not being correctly added to the system. Lastly, better planning is required during development to avoid design flaws that lead to management issues, such as ensuring bin sheds are appropriately sized and structured to cope with the site's litter and waste disposal needs.

Customer Access & Customer Service Centre

Complaint Summary

Stage One complaints increased from three to six in Quarter Two, whilst Stage Two complaints decreased from one to zero.

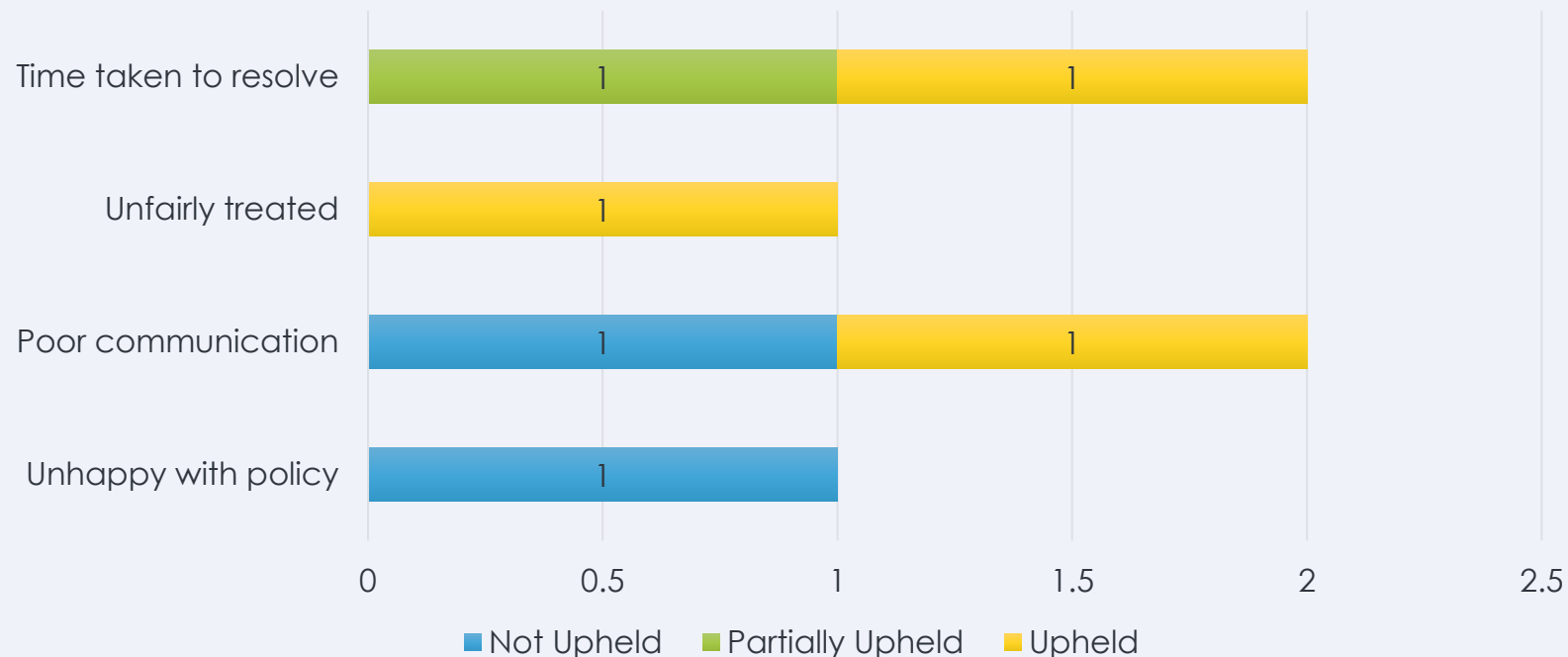
The percentage of Stage One complaints upheld remained the same at 66%

The top cause of upheld complaints was:
Time taken to resolve

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

Customer Access & Customer Service Centre

Stage 1 Complaints - Q2 25/26
Customer Service & Access Centres



*No Stage Two complaints logged for Quarter Two 2025/26



Customer Access & Customer Service Centre

Lessons Learnt

- **Communication and Customer Service:** To address communication and customer service, OVH should ensure correct information is gathered at the first point of contact. Staff should be reminded of the importance of providing excellent customer service.
- **Improving Internal Processes:** OVH should work closely with the Repairs and Maintenance Team to ensure jobs are raised correctly and contain sufficient information. Additionally, Schedulers may benefit from additional training on how to assign jobs correctly.
- **Keeping Compliant:** OVH should ensure all communications are responded to or acknowledged within 48 hours, in line with service level agreements.

Commercial Properties

Complaint Summary

Stage One complaints saw an increase from two to three complaints whilst Stage Two complaints remained at zero.

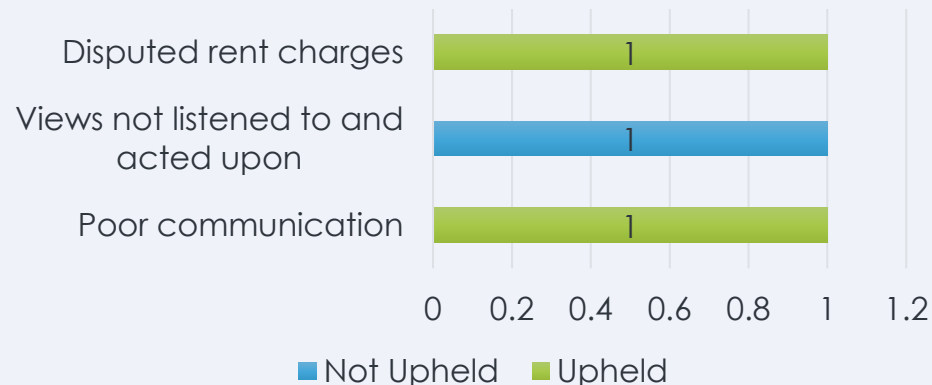
The percentage of upheld complaints increased from 50% to 66%.

The top cause of upheld complaints was:
Poor communication
Disputed rent charges

Closed Complaints	Quarter 3 2024/25	Trend	Quarter 4 2024/25	Trend	Quarter 1 2025/26	Trend	Quarter 2 2025/26
Stage 1 Closed	6	↓	1	↑	2	↑	3
% Upheld	67%	↑	100%	↓	50%	↑	66%
Stage 2 Closed	1	↔	1	↓	0	↓	0
% Upheld	-	↔	-	↔	-	↔	-

Commercial Properties

Stage 1 Complaints - Q2 25/26 Commercial Properties



Lessons Learnt:

- Ensure customers are contacted as agreed and kept informed if a task is reassigned to another member of the team.
- Continue to ensure a mix of retail outlets is achieved in line with policy.

*No Stage 2 complaints reported for Quarter Two.

Independent Living

Complaint Summary

Stage One complaints remained the same at four complaints closed.

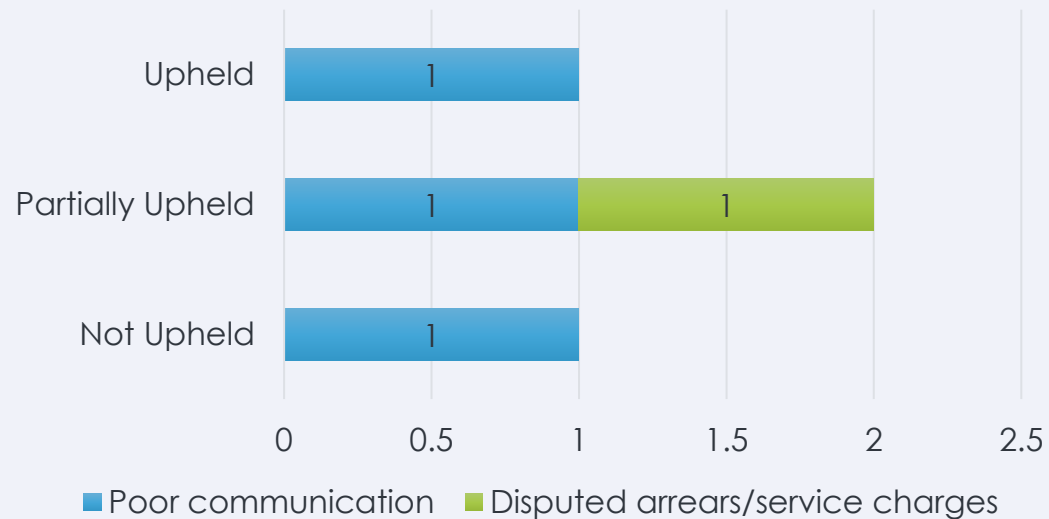
The number of upheld complaints at Stage Two increased from zero to one.

The top cause of upheld complaints was:
Poor communication

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

Independent Living

Stage 1 Complaints - Q2 25/26 Independent Living



Lessons Learnt:

- To maintain high customer satisfaction and reduce complaints, all customer-requested callbacks or follow-ups must be completed within agreed timescales.
- Early Intervention should take place when rent accounts begin to go into arrears.

*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 2 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.

Handover & Continuity of Service

We should ensure that internal processes are followed correctly with regards to staff absence managing actions for customers.

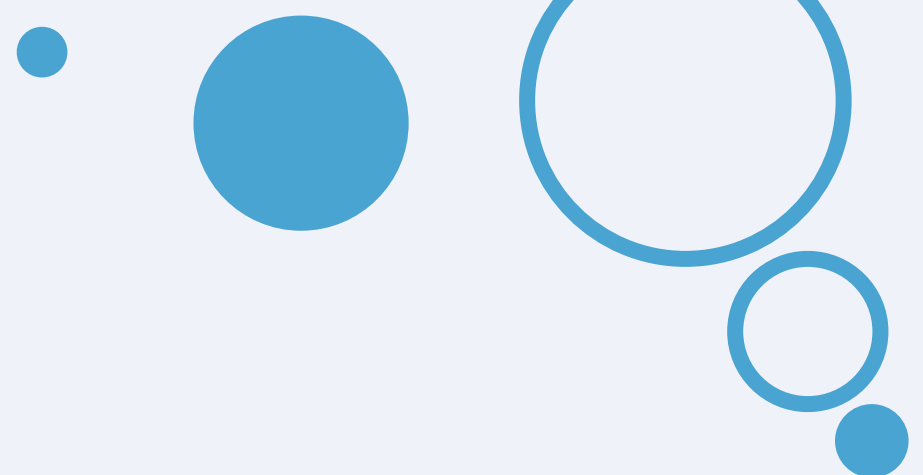


Compensation

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

Payments made in Quarter Two are detailed in the chart.

	Quarter 3 2024/25	Quarter 4 2024/25	Quarter 1 2025/26	Quarter 2 2025/26
Total Compensation payments	£20,933	£19,171	£18,053	£20,435
% of complaints where a payment was made	41%	41%	58%	73%
Average payment per case	£361	£210	£175	£209
Average payment where case relates to repairs and maintenance	£411	£219	£163	£231
Average payment where case relates to (HASS)	£123	£159	£155	£133



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 3 2024/25	Quarter 4 2024/25	Quarter 1 2025/26	Quarter 2 2025/26
Neighbourhood Services	8	13	5	14
Independent Living	3	0	0	2
Customer Access/Service	6	13	2	5
Community Safety/CCTV	6	1	0	3
Commercial Housing	-	1	1	2