

**Customer
Voice**

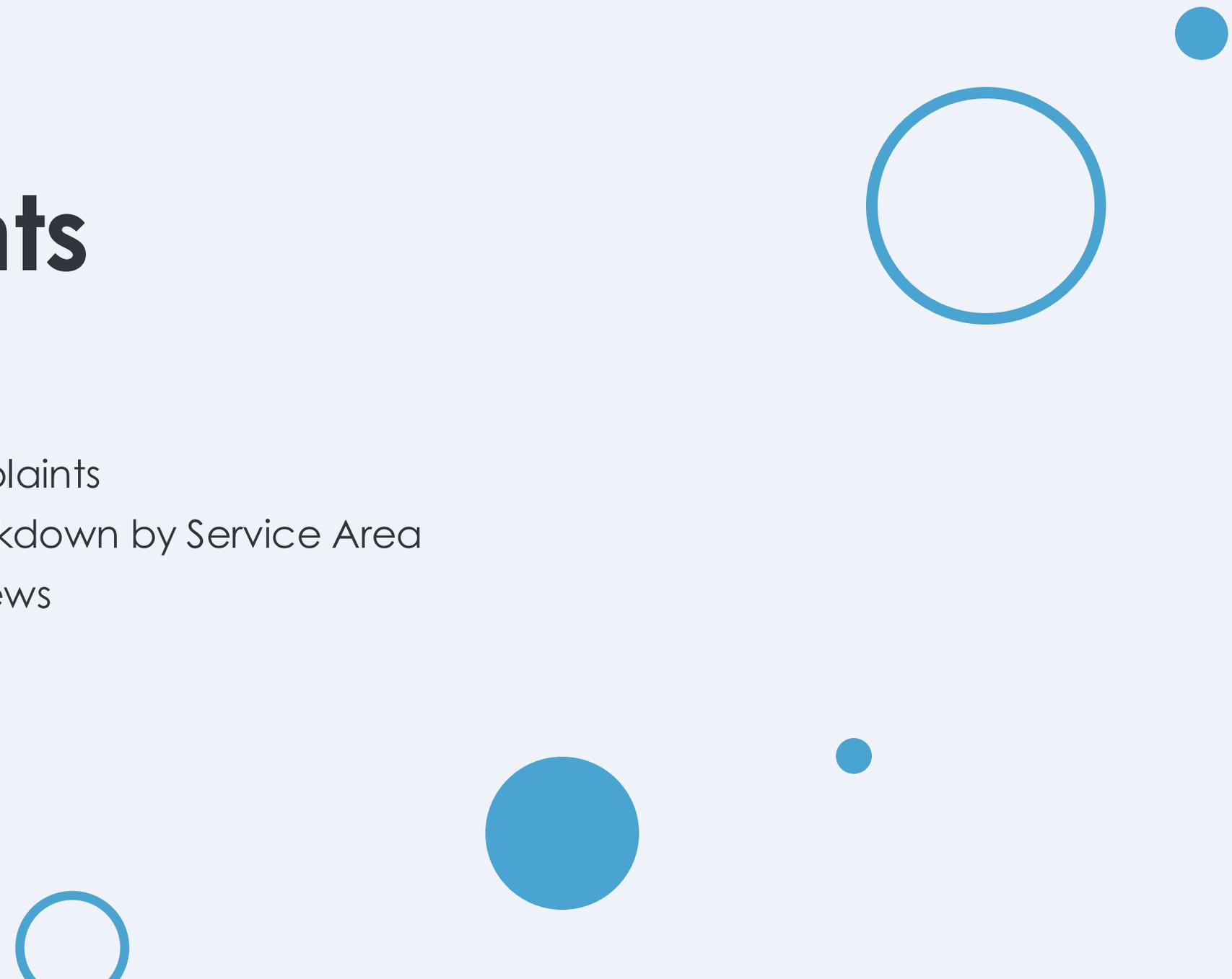
Complaint Performance

Housing and Support Services
Quarter Three 25/26





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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 Three of the current financial year (01 October – 31 December 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

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Complaint Performance Overview

Key Points

Stage One Complaints:

- The number of Stage 1 complaints decreased from 68 in Quarter Two to 34 in Quarter Three.
- The average number of working days to resolve a Stage 1 complaint decreased from 10 to 9.2.

Stage Two Complaints:

- In Quarter Two, the number of complaints closed increased from 12 to 26.
- Percentage of complaints responded to within target time remained consistent at 100%.
- Number of Stage Two complaints upheld or partially upheld decreased from 66% to 54%.

	Quarter 4	Trend	Quarter 1	Trend	Quarter 2	Trend	Quarter 3
Number of Stage 1 complaints closed	44	↓	43	↑	68	↓	34
% of complaints resolved at Stage 1	84%	↑	88%	↓	72%	↑	76%
% of Stage 1 complaints responded to within target time	99%	↑	100%	↓	99%	↓	97%
Average number of working days to resolve a Stage 1 complaint	10	↑	10.8	↓	10	↓	9.2
% of Stage 1 complaints upheld or partially upheld	66%	↑	68%	↓	53%	↑	56%
Number of Stage 2 complaints closed	7	↑	9	↑	12	↑	26
% of Stage 2 complaints responded to within target time	100%	↔	100%	↔	100%	↔	100%
Average number of working days to resolve a Stage 2 complaint	20	↓	19	↓	16	↑	19.3
% of Stage 2 complaints upheld or partially upheld	57%	↓	33%	↑	66%	↓	54%

Community Safety & CCTV

Complaint Summary

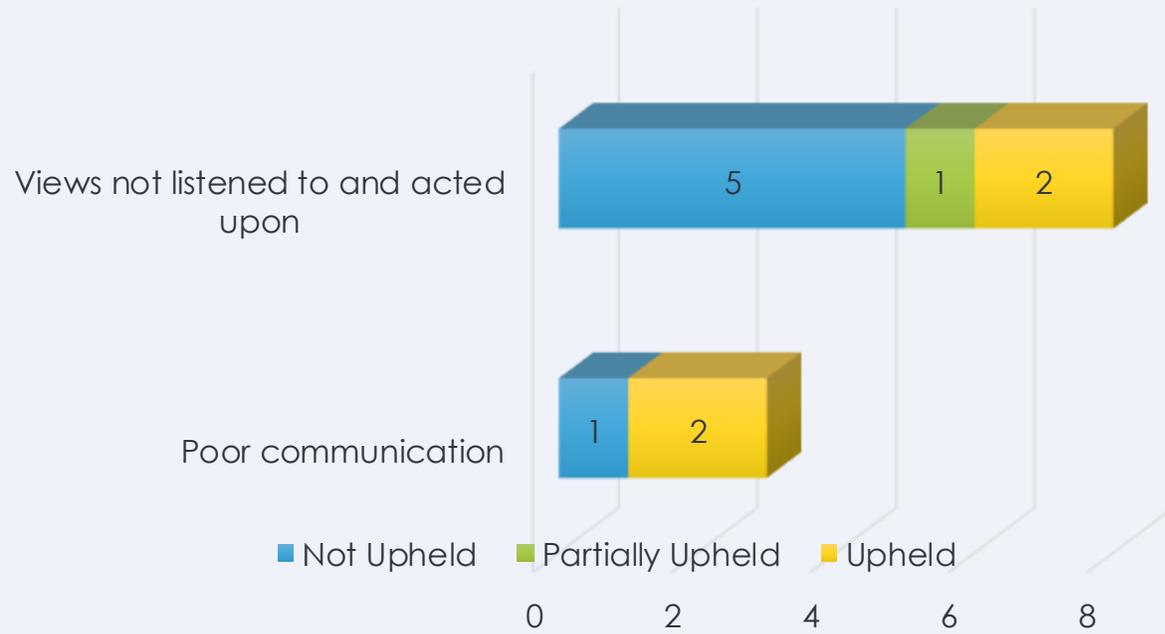
There was a decrease in the total number of Community Safety and CCTV complaints from 24 complaints in Quarter Two to 19 in Quarter Three. This consisted of 11 Stage One and eight Stage Two complaints.

The top cause of upheld complaints was:
Views not listened to and acted upon

Closed Complaints	Quarter 4 2024/25	Trend	Quarter 1 2025/26	Trend	Quarter 2 2025/26	Trend	Quarter 3 2025/26
Stage 1 Closed	9	↑	16	↑	19	↓	11
% Upheld	89%	↓	69%	↓	26%	↑	45%
Stage 2 Closed	1	↑	3	↑	5	↑	8
% Upheld	100%	↓	0%	↑	80%	↓	38%

Community Safety & CCTV

Stage 1 Complaints



Stage 2 Complaints



Community Safety & CCTV

Lessons Learnt

- **Communication & Responsiveness:** Ensure all reports of ASB are responded to within established timeframes. Staff must prioritise the 48-hour response standard to demonstrate to our customers that their concerns are being taken seriously and handled with urgency. By adhering strictly to these timelines, we provide a consistent level of service to our customers and work to provide quicker resolutions when a concern is raised.
- **Administration Improvements:** We are refining our email handling process to ensure that every ASB-related enquiry is triaged and redirected to the correct team as soon as it is received. This proactive approach ensures that our frontline staff have the information they need without delay, allowing them to provide a more responsive service and keeping our customers informed at every stage of their case.

Neighbourhood Services

Complaint Summary

In Quarter Three there was a decrease of Stage 1 complaints from 36 to 17. Stage 2 complaints remained at 0.

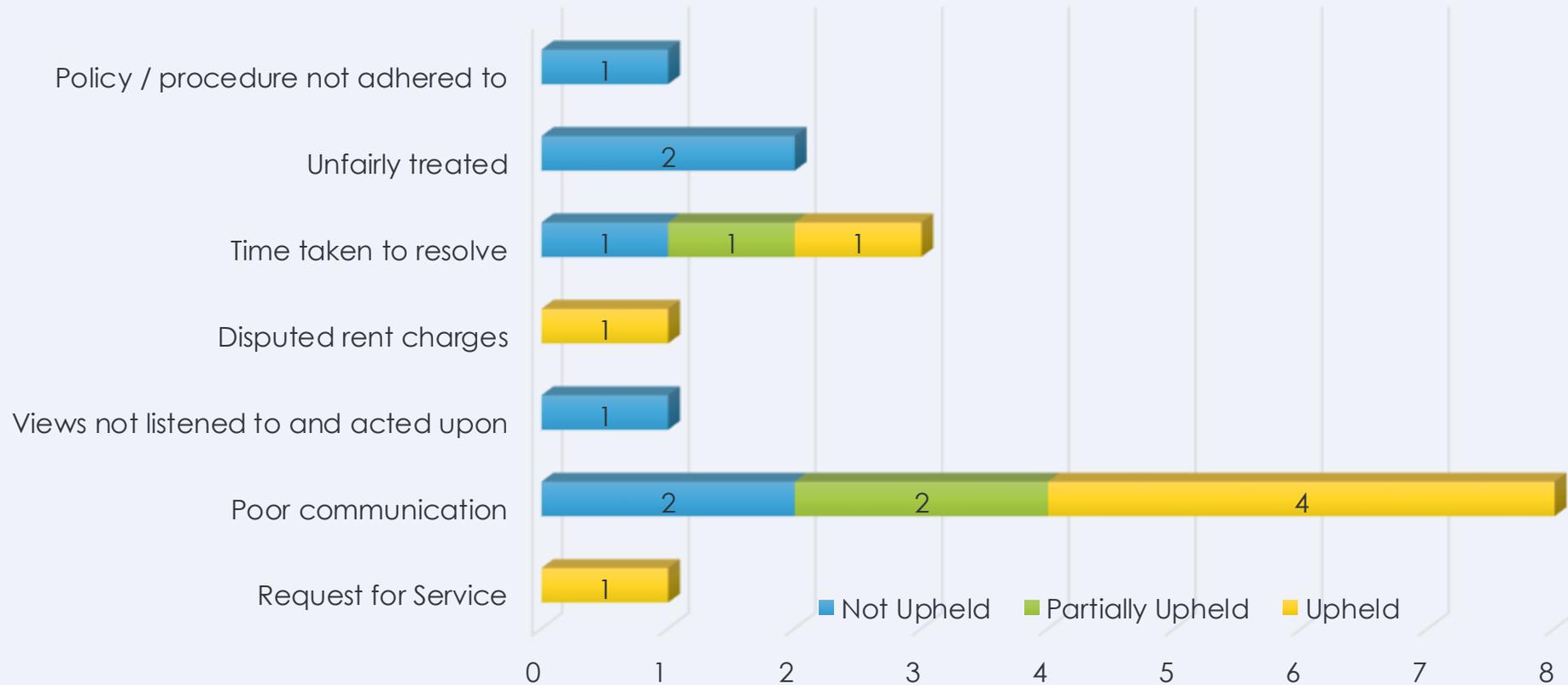
There was a decrease in the number of upheld complaints from 64% to 59%.

The top cause of upheld complaints was:
Poor communication

Closed Complaints	Quarter 4 2024/25	Trend	Quarter 1 2025/26	Trend	Quarter 2 2025/26	Trend	Quarter 3 2025/26
Stage 1 Closed	27	↓	24	↑	36	↓	17
% Upheld	56%	↑	71%	↓	64%	↓	59%
Stage 2 Closed	4	↑	5	↓	0	↔	0
% Upheld	50%	↓	40%	↓	-	↔	-

Neighbourhood Services

Stage 1 Complaints



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

Neighbourhood Services

Lessons Learnt

- **Mandate Management:** Ensure Direct Debit cancellations are actioned immediately upon request and that settings are correct when adjusting amounts.
- **Communication:** Utilise alternative methods of contact to improve communication with customers. Maintain the 48-hour response standard and ensure "intimidating behavior" is escalated and dealt with swiftly to maintain customer satisfaction and safety.
- **Clearance Job Standards:** Improve the standard of clearance jobs by requiring photographic evidence and more detailed instructions to prevent service failure or disputes.

Customer Access & Customer Service Centre

Complaint Summary

Stage One complaints decreased from 6 complaints in Quarter Two to 1 complaint in Quarter Three. Whilst Stage Two complaints remained at zero.

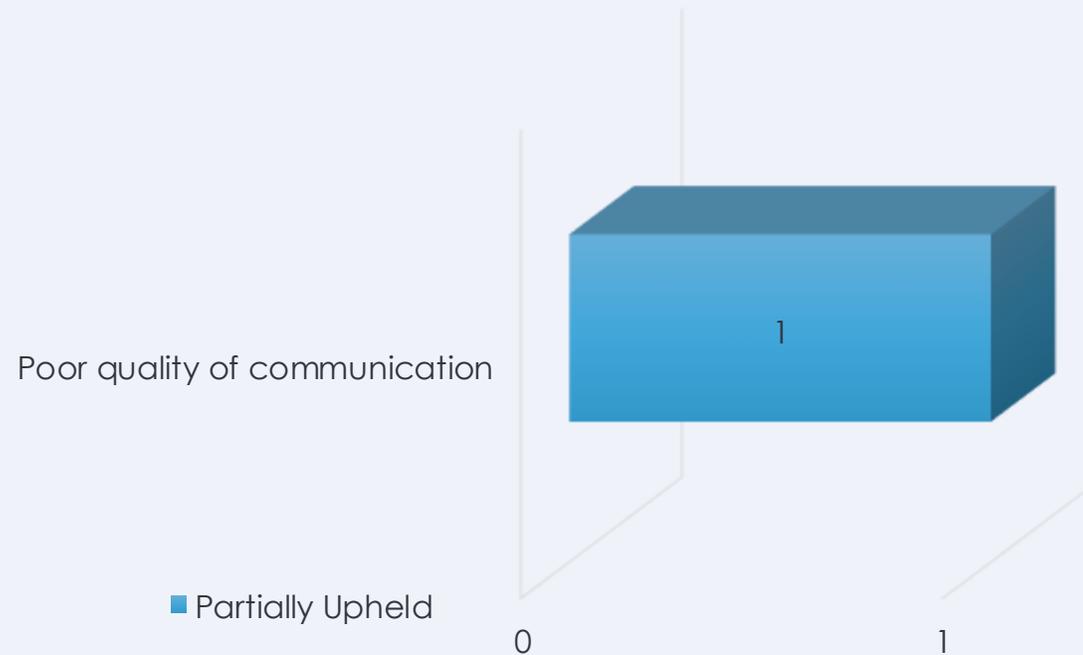
The percentage of Stage One complaints upheld increased to 100%.

The top cause of upheld complaints was:
Poor quality of communication

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

Customer Access & Customer Service Centre

Stage 1 Complaints



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



Customer Access & Customer Service Centre

Lessons Learnt

- **System Updates:** Ensure property information is up to date including information on commercial boilers. Guidance should be provided to staff so they understand how to proceed to ensure repairs are raised correctly.

Commercial Properties

Complaint Summary

Stage One complaints remained the same at three complaints. Stage Two complaints increased from zero to two.

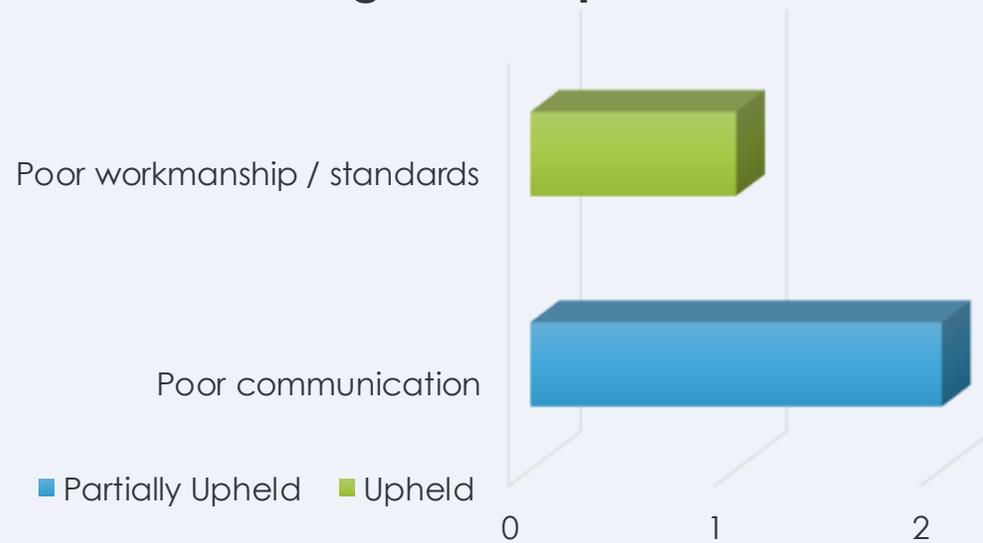
The percentage of upheld complaints at Stage One increased from 66% to 100%.

The top cause of upheld complaints was:
Poor communication
Poor Workmanship/Standards

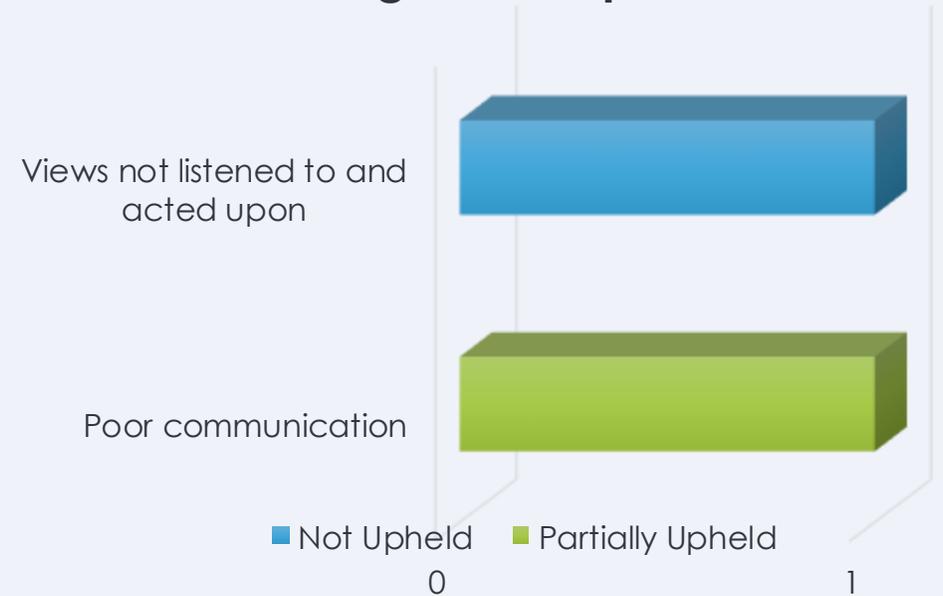
Closed Complaints	Quarter 4 2024/25	Trend	Quarter 1 2025/26	Trend	Quarter 2 2025/26	Trend	Quarter 3 2025/26
Stage 1 Closed	1	↑	2	↑	3	↔	3
% Upheld	100%	↓	50%	↑	66%	↑	100%
Stage 2 Closed	1	↓	0	↓	0	↓	2
% Upheld	-	↔	-	↔	-	↔	50%

Commercial Properties

Stage 1 Complaints



Stage 2 Complaints





Commercial Properties

Lessons Learnt

- **Rent to Buy Review:** Perform a review of the Rent to Buy end-to-end process to verify that all internal guidance is accurate and up to date. This will reduce administrative errors and improve the customer experience.
- **Communication:** Improve communication by ensuring customers are provided with updates regarding ongoing works.

Independent Living

Complaint Summary

Stage One complaints reduced from four to two complaints in Quarter Three.

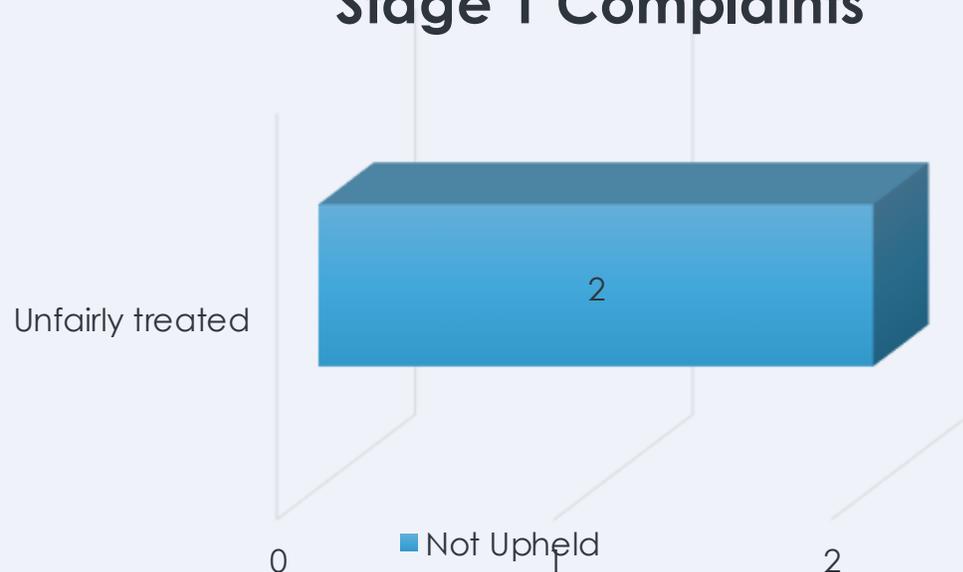
The number of upheld complaints at Stage One also reduced from 75% to 0%.

The top cause of upheld complaints was:
Unfairly treated

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

Independent Living

Stage 1 Complaints



Lessons Learnt:

- Ensure positive relationships are maintained between the Independent Living team and customers in order to improve the overall customer experience.

*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 avoided escalation to Stage Two.

17 complaints were escalated of which eight were deemed to have been avoidable.

Main areas for improvement:

Communication & Engagement

Ensure resolutions are clear, empathetic and accessible. By answering every query fully and utilising alternative methods of contact such as email, we can ensure customers feel heard and informed throughout the process.

Quality Assurance

A successful complaint response requires a deep dive into the root cause rather than a surface-level fix. Providing supporting documentation and investigating wider community impacts, such as area-wide ASB, ensures that the solutions offered are both evidence-based and comprehensive.

Adhering to Service Level Agreements

Ensure service level agreements are being adhered to and customers are contacted as agreed. Following through on promised actions, such as the 48-hour response time, is essential to preventing unnecessary escalations.

Compensation

As part of a complaint resolution, an Investigating Officer may offer a compensation payment.

In Quarter Three we saw an increase in the amount of compensation offered, but a decrease in the percentage of compensation from 73% to 49%. The average payment per complaint has also increased by £39.

	Quarter 4 2024/25	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26
Total Compensation payments	£19,171	£18,053	£20,435	£23,053
% of complaints where a payment was made	41%	58%	73%	49%
Average payment per case	£210	£175	£209	£248
Average payment where case relates to repairs and maintenance	£219	£163	£231	£237
Average payment where case relates to (HASS)	£159	£155	£133	£385

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 4 2024/25	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26
Neighbourhood Services	13	5	14	18
Independent Living	0	0	2	0
Customer Access/Service	13	2	5	5
Community Safety/CCTV	1	0	3	2
Commercial Housing	1	1	2	2