

**Customer
Voice**



Complaint Performance

Housing and Support Services
Quarter Four 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 Four of the current financial year (01 January – 31 March 2026).

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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BR6 1LY

Complaint Performance Overview

Key Points

Stage One Complaints:

- The number of Stage 1 complaints increased slightly to 35.
- The average number of working days to resolve a Stage 1 complaint decreased this quarter to nine days.

Stage Two Complaints:

- In Quarter Four, the number of complaints closed decreased from 26 to seven.
- The number of days to resolve a Stage 2 complaint increased to 24 working days.
- Number of Stage 2 complaints upheld or partially upheld increased to 57%.

	Quarter 1	Trend	Quarter 2	Trend	Quarter 3	Trend	Quarter 4
Number of Stage 1 complaints closed	43	↑	68	↓	34	↑	35
% of complaints resolved at Stage 1	88%	↓	72%	↑	76%	↑	77%
% of Stage 1 complaints responded to within target time	100%	↓	99%	↓	97%	↔	97%
Average number of working days to resolve a Stage 1 complaint	10.8	↓	10	↓	9.2	↓	9
% of Stage 1 complaints upheld or partially upheld	68%	↓	53%	↑	56%	↑	60%
Number of Stage 2 complaints closed	9	↑	12	↑	26	↓	7
% 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	↓	16	↑	19.3	↑	24
% of Stage 2 complaints upheld or partially upheld	33%	↑	66%	↓	54%	↑	57%

Community Safety & CCTV

Complaint Summary

There was an increase in the number of Stage 1 Community Safety and CCTV complaints from 11 to 13 in Quarter Four. Stage 1 complaints also saw an increase in the number of upheld and partially upheld complaints from 45% to 62%.

There was a decrease in the number of Stage 2 complaints from eight to three.

The top cause of upheld complaints was:
Poor communication

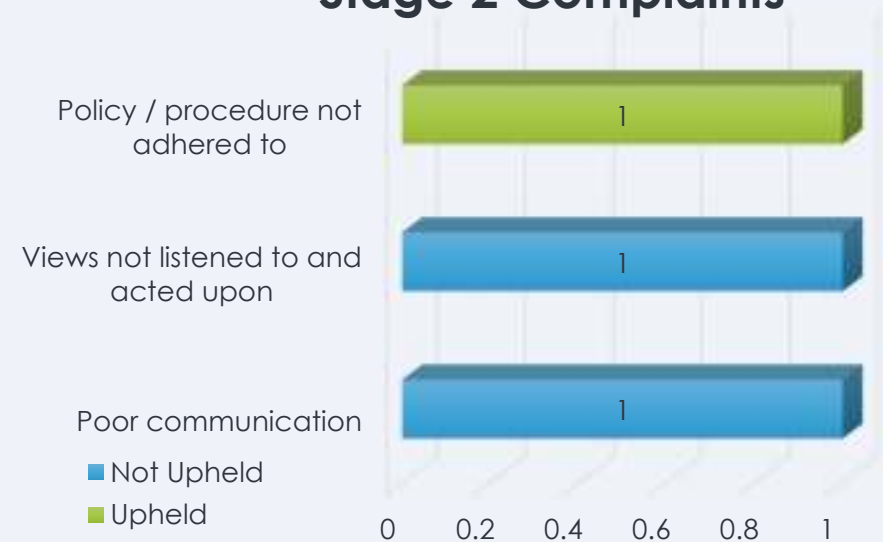
Closed Complaints	Quarter 1 2025/26	Trend	Quarter 2 2025/26	Trend	Quarter 3 2025/26	Trend	Quarter 4 2025/26
Stage 1 Closed	16	↑	19	↓	11	↑	13
% Upheld	69%	↓	26%	↑	45%	↑	62%
Stage 2 Closed	3	↑	5	↑	8	↓	3
% Upheld	0%	↑	80%	↓	38%	↓	33%

Community Safety & CCTV

Stage 1 Complaints



Stage 2 Complaints



Community Safety & CCTV

Lessons Learnt

- **Communication:** Ensure all reports of ASB are responded to within established timeframes. By reiterating the importance of prompt and clear communication, we will ensure that customers are kept informed in a timely manner.
- **Information Management:** Ensure all customer interactions and vital customer details (such as specific needs or disabilities) are documented clearly on internal systems.
- **Training:** In instances where service fell short, such as the failure to return calls, direct feedback has been provided to Neighborhood Service Officers (NSOs) and their respective Team Leaders.

Neighbourhood Services

Complaint Summary

In Quarter Four there was a decrease in the number of Stage 1 complaints from 17 to 12 with 71% upheld or partially upheld.

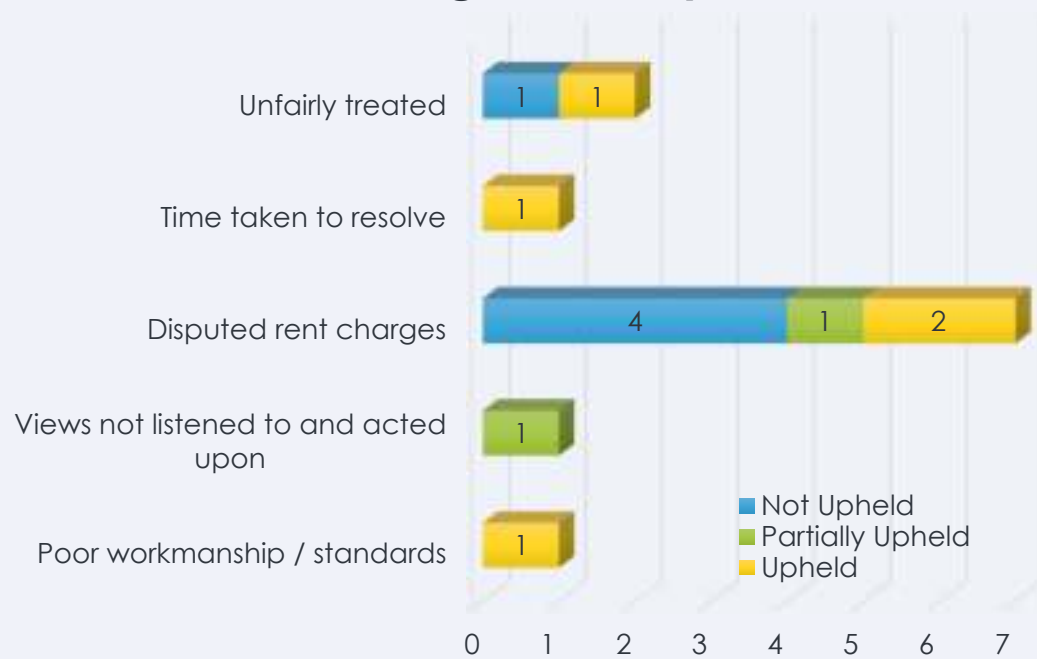
Stage 2 complaints increased from 0 to 3 with 66% upheld.

The top cause of upheld complaints was:
Disputed rent charges

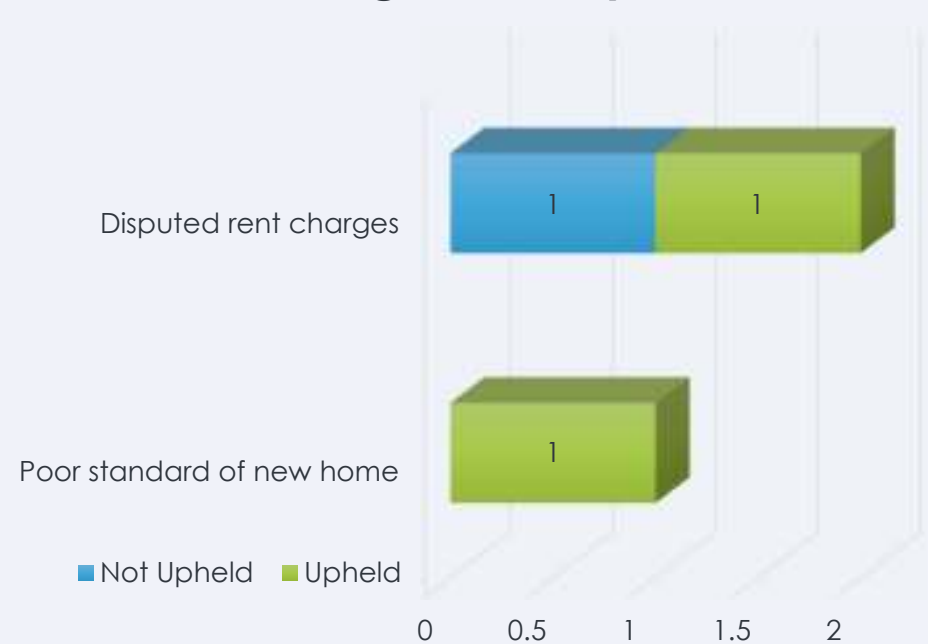
Closed Complaints	Quarter 1 2025/26	Trend	Quarter 2 2025/26	Trend	Quarter 3 2025/26	Trend	Quarter 4 2025/26
Stage 1 Closed	24	↑	36	↓	17	↓	12
% Upheld	71%	↓	64%	↓	59%	↑	71%
Stage 2 Closed	5	↓	0	↔	0	↑	3
% Upheld	40%	↓	-	↔	-	↑	66%

Neighbourhood Services

Stage 1 Complaints



Stage 2 Complaints



Neighbourhood Services

Lessons Learnt

- **Void Properties:** Ensure properties are fit for letting before a customer starts their tenancy.
- **Review End Tenancy Process:** Neighbourhoods Team should review the 'End of Tenancy' process to ensure it is clear for all customers.
- **Neighbourhood Management:** Ensure queries and issues are dealt with in a timely manner and customers are contacted within service level agreements.
- **Rent Payments:** Ensure customers understand rent-free weeks and their responsibilities.
- **Sensitive Case Handling:** Greater consideration should be given to approach in sensitive cases such as succession or bereavement.

Customer Access & Customer Service Centre

Complaint Summary

Stage 1 complaints remained at one complaint for Quarter Four. This complaint was not upheld.

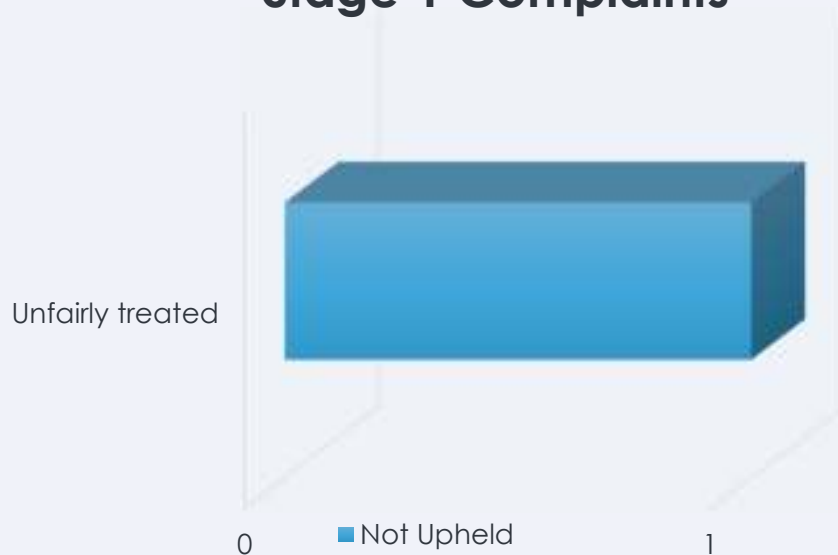
Zero complaints were escalated to Stage 2.

Cause of complaint:
Unfairly treated

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

Customer Access & Customer Service Centre

Stage 1 Complaints



*No Stage 2 complaints logged for Quarter Four.

Lessons Learnt

- **Communication:** Continue to ensure out of hours communications are consistent and in line with service standards.

Commercial Properties

Complaint Summary

Stage 1 complaints increased from three to six complaints and Stage 2 complaints increased from zero to two complaints in Quarter Four.

The percentage of upheld complaints at Stage 1 decreased to 50%. Whilst the percentage of Stage 2 upheld complaints increased to 100%.

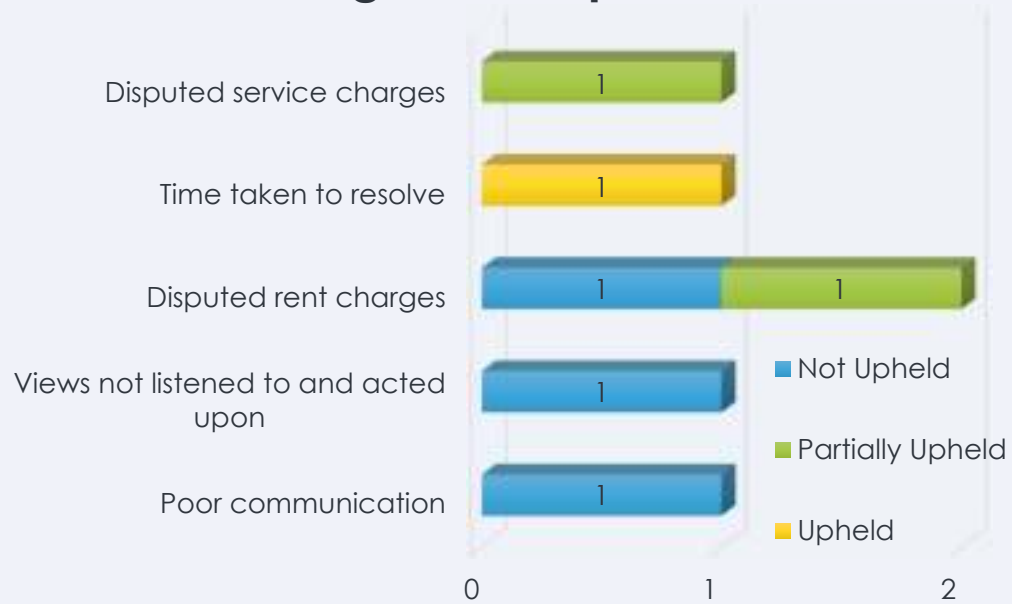
The top cause of upheld complaints was:

Poor communication
Poor workmanship/standards

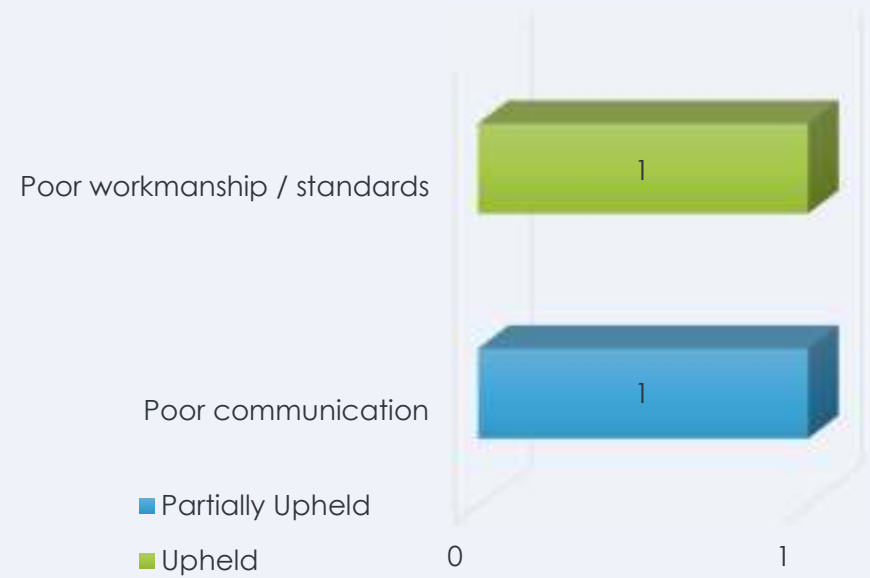
Closed Complaints	Quarter 1 2025/26	Trend	Quarter 2 2025/26	Trend	Quarter 3 2025/26	Trend	Quarter 4 2025/26
Stage 1 Closed	2	↑	3	↔	3	↑	6
% Upheld	50%	↑	66%	↑	100%	↓	50%
Stage 2 Closed	0	↓	0	↓	2	↑	3
% Upheld	-	↔	-	↔	50%	↑	100%

Commercial Properties

Stage 1 Complaints



Stage 2 Complaints



Commercial Properties

Lessons Learnt

- **Communication:** Ensure customers are kept regularly updated on repairs and where dates are estimated outside of OVH's control, this should be explained clearly so expectations are managed.
- **Process Improvements:** Processes should be followed consistently, including logging complaints within agreed timescales and fully checking void specifications before letting properties.
- **Information Accuracy:** Customer communications must be checked for accuracy to avoid incorrect messages being sent in error. Leaseholders must be given clear, accurate information and strong oversight should be maintained regarding third parties (such as solicitors) to ensure errors are identified and addressed promptly.

Independent Living

Complaint Summary

Stage 1 complaints increased from two to three complaints in Quarter Four. The percentage of upheld complaints also increased to 100%.

The number of Stage 2 complaints remained at zero.

The top cause of upheld complaints was:

- Poor communication
- Unfairly treated
- Left without facilities

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

Independent Living

Stage 1 Complaints



*No Stage 2 complaints reported for Quarter Four.

Lessons Learnt:

- **Communication:** Ensure responses are carried out in line with service level agreements.
- **Repairs:** Works should be carried out in a reasonable time frame and in line with agreed timescales.

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.

9 complaints were escalated of which three were deemed to have been avoidable.

Main areas for improvement:

Proactive Approach

We should ensure that works agreed with customers are carried out as promised. A repairs tracker is in place to ensure that works agreed as part of Stage 1 complaint outcomes are followed up and completed.

Communication

Customer concerns around poor communication should be addressed during the complaint process. Improvements can also be made to ensure customers understand the complaint outcome and next steps.

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 Four we saw a decrease in the amount of compensation awarded and the percentage of complaints where compensation was made.

	Quarter 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26
Total Compensation payments	£18,053	£20,435	£23,053	£17,016
% of complaints where a payment was made	58%	73%	49%	47%
Average payment per case	£175	£209	£248	£241
Average payment where case relates to repairs and maintenance	£163	£231	£237	£237
Average payment where case relates to (HASS)	£155	£133	£385	£268

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 1 2025/26	Quarter 2 2025/26	Quarter 3 2025/26	Quarter 4 2025/26
Neighbourhood Services	5	14	18	10
Independent Living	0	2	0	0
Customer Access/Service	2	5	5	6
Community Safety/CCTV	0	3	2	2
Commercial Housing	1	2	2	0