



2025-26 Complaints Handling Report

Complaints

The Association received 1 complaint during the reporting year which was resolved at Stage 1, within the target timescales.

By comparison last year –2024/25 there were 2 complaints so complaints have reduced by 50% from the previous year.

	<u>2024/25</u>	<u>SPBM</u>
Satisfaction with the Association's approach to managing complaints	77%	45.5%
Number of Stage 1 Complaints (per 1,000 units)	5	35.41
Number of Stage 2 complaints (per 1,000 units)	n/a	5.34
Stage 1 Complaints responded to within the Complaint Handling Code timescales	100%	85.69%
Stage 2 Complaints responded to within the Complaint Handling Code timescales	n/a	71.29%

As Stage 2 of the Association's Complaints Policy involves designated members of the Board hearing any appeals against decisions made at Stage 1 through a convened Appeals Panel. Therefore, the specifics of each case are not covered in detail in this report. However, the Board Member Responsible for complaints reviews each case with the Complaints Manager as a separate exercise.



Complaint 1

A resident called the office regarding the lights on a specific car park not being operational during the night, the resident stated the car park was dark and unsafe and requested the lights be operational later into the evening and earlier in the morning as they had been previously.

The housing officer advised, that it was possible, however as the lights being on could be potentially disturbing and have an implication on service charge, it would be necessary to consult with other residents who could be affected. The complainant became argumentative and verbally abusive. The housing officer concluded the call by advising the lights would be checked and the request would be escalated.

Following this a written complaint was received from the same resident. To summarise, the complainant stated that the car park in question was in complete darkness throughout the night, which posed a safety hazard for residents.

The Complaint Manager acknowledged the complaint on the day of receipt, confirming an investigation would take place, including:

- An acknowledgement of the complaint.
- Confirmation of the complaint specification.
- Confirmation that in accordance of the complaints procedure, stage one of the complaints procedure would be initiated, logged and investigated within 5 days.
- Confirmation that a formal response would be issued within 10 days.
- Specific details of what, how and who would be included in the investigation.
- A point of contact throughout the investigation.

Findings

During investigation it was discovered the car park lights in question had not been adjusted in accordance with changing daylight hours. This was attended and resolved.

Outcome

Complaint Upheld. A letter was issued to the resident, within the response time, detailing the investigation and findings. The resident was satisfied that that matter had been resolved.

Learning and Improvement

It became clear during the investigation that it was very difficult to obtain an accurate account of the initial discussion as both parties provided conflicting statements.

As a result, the Association has installed a new phone system which records and transcribes all calls. This has provided a learning opportunity for call handlers regarding de escalating conflict and provided accurate information for review in the event of disputes.



Board Response

The Board Member responsible for complaints considered the Complaints Handling Report in September 2026 and was satisfied the complaint was handled in accordance with the Associations published complaints policy and response times.

The Board considered the Complaints Handling Report at the meeting in September 2026 and noted that the Board Member responsible for Complaints played a key role in reviewing each case and ensuring compliance with the Association's Policies and Procedures and the Housing Ombudsman Service Complaints Handling Code.

The Board agreed the response to the complaint was appropriate and approved the Learning and Improvement actions.