



Member Responsible for Complaints (MRC) Report

Quarter 2
2025-26

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1. Introduction

- 1.1 This report summarises the housing service complaints performance during quarter 2 in 2025-26.
- 1.2 The purpose of this report is to provide the Member for Complaints (MRC) with a comprehensive review of the Housing Service's complaints for the quarter. This includes an analysis of statistical data to identify complaint themes, trends, and updates on any Housing Ombudsman's investigations undertaken during this quarter. This is in line with the Housing Ombudsman Complaint Handling Code's requirements to report performance to the Council.
- 1.3 All complaints are acknowledged within 5 working days of receipt of the complaint. The response time for stage 1 complaints is 10 working days and for stage 2 complaints the response time is 20 working days.

2. Overview of Complaints

- 2.1 The following table identifies the common themes identified from complaints received during this quarter.

Housing Team	Reason for complaint	Number	Percentage
Repairs & Estates	Contractor issues	5	64%
	Repair service	2	
Tenancy & Estates	ASB issues	3	36%
	Staff	1	

- 2.2 A summary of Stage 1 complaints are detailed in Appendix 1.
- 2.3 A summary of Stage 2 complaints are detailed in Appendix 2.

3. Housing Ombudsman

- 3.1 The Housing Ombudsman Service provides a free, independent, and impartial service to investigate complaints and resolve disputes involving tenants and leaseholders of social landlords. If tenants remain dissatisfied with the response to their stage 2 complaint, they can approach the Housing Ombudsman Service.
- 3.2 A determination is where the Ombudsman has investigated a customer's complaint, reviewed what we did, has found if we got something wrong and tells us what we need to do to put it right.

- 3.2 A summary of determinations Oadby & Wigston Borough Council received in this quarter are detailed in Appendix 3.

4. Service Improvements, Learning and Examples of Good Practice Identified

- 4.1 Learning from complaints and making improvements because of them is one of the most important and valuable parts of the complaints process. Sometimes themes occur from across several complaints, and we will use those themes to make changes and improvements.
- 4.2 The table below provides an overview of the actions Oadby & Wigston Borough Council will take to address the common themes identified.

Theme	Action
Communication	To ensure that regular communication with our tenants is maintained, is clear and proportionate to the issues raised
Contractor Performance	To ensure that any performance concerns are appropriately addressed, contractors should be managed through the contract management framework to ensure accountability and compliance.
Processes and Procedures	To ensure processes and procedures are robust and efficient

Appendix 1 – Stage 1 Complaints

Date received	Complaint	Date Acknowledged	Days	Date Responded	Days	Summary of Complaint	Team	Finding	Outcome	Compensation
04/08/2025	COM-25-055	04/08/2025	0	18/08/2025	10	Unhappy with how ASB issues are being dealt with	Tenancy & Estates	Upheld	To keep in contact with tenant in line with action plan and provide updates on a fortnightly basis	n/a
07/08/2025	COM-25-056	07/08/2025	0	21/08/2025	10	Complaint about ASB handling	Tenancy & Estates	Partially Upheld	Escalated to Stage 2	n/a
08/08/2025	COM-25-057	13/08/2025	3	22/08/2025	10	Request for garden gate to be fitted	Repairs & Maintenance	Not upheld	n/a	n/a
27/08/2025	COM-25-061	27/08/2025	0	10/09/2025	10	Sureserve engineer attended property without a booked appointment, made inappropriate comments, and lingered by his van which left tenant feeling unsafe	Repairs & Maintenance (Sureserve)	Partially Upheld	Ensure the operative does not attend future appointments, Sureserve to review their processes for logging appointments, Code of Conduct and Professional Standards to be re-enforced with all Sureserve operatives	n/a
02/09/2025	COM-25-063	03/09/2025	0	17/09/2025	10	The process of booking an appointment with Sureserve	Repairs & Maintenance (Sureserve)	Upheld	Sureserve noted preferred day for appointments, and apologised for any inconvenience	n/a
11/09/2025	COM-25-066	18/09/2025	5	25/09/2025	10	Loss of heating and hot water, multiple repair visits, ongoing	Repairs & Maintenance (Sureserve)	Upheld	Sureserve will review their processes for allocating appropriate	n/a

						leaks into boiler causing the electrics to trip			timescales for jobs, ensuring effective prioritisation	
30/09/2025	COM-25-069	01/10/2025	1	14/10/2025	10	Contractor staff attitude	Repairs & Maintenance (Sureserve)	Partially Upheld	OBWC to issue the contractor with a Code of Conduct	£50

Appendix 2 – Stage 2 Complaints

Date received	Complaint	Date Acknowledged	Days	Date Responded	Days	Summary of Complaint	Team	Finding	Outcome	Compensation
07/07/2025	COM-25-039	08/07/2025	1	18/07/2025	9	Upset about the interaction & perceived lack of communication with Housing Manager	Tenancy & Estates	Not upheld	n/a	n/a
22/08/2025	COM-25-057(A)	22/08/2025	0	17/09/2025	18	Request for garden gate to be fitted	Repairs & Maintenance	Not upheld	n/a	n/a
22/08/2025	COM-25-056(A)	22/08/2025	0	22/09/2025	20	Complaint about ASB handling	Tenancy & Estates	Upheld	Tenancy & Estates Team to contact tenant to discuss ASB report, provide written confirmation on how they intend to proceed with reports of ASB, and provide a written apology for the failings identified	£450
17/09/2025	COM-25-063(A)	25/09/2025	5	16/10/2025	15	The process of booking an appointment with Sureserve	Repairs & Maintenance (Sureserve)	Partially Upheld	Carry out a review of the contractor's performance, request for the complaint response to be escalated to Sureserve's Director level, Sureserve to write to tenant to apologise	£150

Appendix 3 – Housing Ombudsman Determinations

Date received	Complaint	Summary of Complaint	Team	Determination	Compensation
12/08/2025	COM-24-046(A)	Shortly after moving into the property, the tenant terminated the tenancy due to the Council misleading the tenant regarding the suitability and stability of the floor tiles in the property	Repairs & Maintenance	Within 4 weeks: 1. Apologies to the resident for the unnecessary distress and inconvenience caused by the service failures identified 2. Pay the resident the sum of £550 in compensation 3. Contact the resident to discuss position on housing register 4. Consider staff training to ensure it provides information about the condition during its sign-up process	£550