



Member Responsible for Complaints (MRC) Report

Quarter 3
2025-26

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1. Introduction

- 1.1 This report provides a summary of the housing complaints received during Q3 2025-26. This includes an analysis of 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's Complaint Handling Code requirement to report and publish data and information relating to housing complaints handling, management, and performance.
- 1.2 During this quarter how complaints are reported has been amended to report how many complaints were responded to rather than how many complaints were made in the period. This change will help to get to a position of working within housing ombudsman guidelines and be able to provide more accurate reporting about the complaints received.

2. Stage 1 complaints

- 2.1 The Housing Team responded to 8 complaints in quarter 3.
- 2.2 All 8 complaints were acknowledged within 5 working days.
- 2.3 7 of the complaints were responded to within 10 working days. 1 complaint took 11 working days to respond to.
- 2.4 The average time to respond to stage 1 complaints was 9 working days (Total 74 days divided by 8 complaints).
- 2.5 6 complaints were made against the housing repairs service with 2 complaints being made against the tenancy services team.
- 2.6 Table 1 provides a summary of the complaint and the outcome, in addition to the finding and details of any compensation that was awarded to the tenant.

Complaint	Team	Summary of Complaint	Outcome	Finding	Compensation
COM-25-071	Repairs & Maintenance	Residents unhappy with condition of Marriott House	Repair responded to within the required timescale and arranged an inspection, however communication with residents fell short. A review of repairs procedure to be completed within 4 weeks	Partially Upheld	0
COM-25-074	Tenancy	Chartwell House residents claim tenancy agreements are being breached as 3 families have been placed in the block without consultation	All families have been assessed for the suitability to reside in Chartwell House	Not Upheld	0

COM-25-075	Repairs & Maintenance	Customer is unhappy with service from Sureserve regarding flooding in kitchen and damaging items	Sureserve failed to carry out adequate post installation inspection, and to take appropriate care in home	Partially Upheld	£150
COM-25-076	Repairs & Maintenance	Customer is unhappy with issues with bath which was replaced as it is too small	No service failure in relation to bath installation or conduct of the surveyor	Not Upheld	0
COM-25-078	Tenancy	Customer is unhappy with communication, unauthorised financial deductions on rent account, safeguarding concerns relating to a housing officer, and queried housing banding	A home visit completed to discuss the complaint in detail. The unauthorised holding fee credited back to rent account, UC deductions cancelled, Housing Options asked to review Occupational Therapist report	Partially Upheld	0
COM-25-079	Repairs & Maintenance (GAP)	Customer is unhappy with repairs at the property, claims damp and mould in every room, contractors are rude, and does not feel safe in the property	Apology that contractors have left the customer feeling this way. An appointment booked to conduct damp and mould inspection. Steps taken to ensure visits to property are carried out following correct procedures	Upheld	0
COM-25-080	Repairs & Maintenance	Customer is unhappy with follow up since issues reported in July 2025 leaking bath/sink seals, no bathroom extractor fan, and ceiling above stairs coming loose.	Repairs were not raised promptly following inspections, an appointment was missed by the repairs team, and communication fell below expected standards.	Upheld	0
COM-25-081	Repairs & Maintenance (Sureserve)	Customer is unhappy with Sureserve regarding an ongoing complaint with a repair and issue with pipework	Radiator installation was not completed to acceptable standard and repeated attendances failed to fix issue. Compensation issued for inconvenience and loss of time from work	Upheld	£100

Table 1

2.7 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. Table 2 provides a summary of the areas where service improvements have been identified as needed following a stage 1 complaint investigation.

Complaint	Identified Issue	Action	Date
COM-25-071	Communication	Review our repairs procedure to ensure that where inspections are carried out under communal areas, residents are still contacted with the outcome	
		Ensure that residents are kept updated, and information to be provided through letters and displayed on the communal noticeboards so that all tenants are aware of the planned works and progress	
	Repairs service	Ensure that remedial works are carried out, and that the lounge roof replacement and redecoration are included in the planned programme. Interim arrangements will be made to improve the appearance of the lounge	
COM-25-075	Contractor service	Meet with Sureserve to discuss complaint and lessons taken from investigation, in particular seek assurance through a copy of the quality assurance report	
		Put in place a quality control check on Sureserve following an installation	
	Repairs service	Commission a drain survey of the pipework and drains connected to block and inform tenant of the outcome	
COM-25-076	Communication	Aids and Adaptations Officer to contact tenants and explain the referral process and support tenant in arranging an OT assessment	
COM-25-078	Communication	Keep the tenant updated on the situation regarding UC deductions, and our requests for these deductions to be cancelled	
		Provide the outcome of our review of the contents of the OT report, in connection with the current housing application	
		We will monitor ongoing communication to ensure that tenant is receiving the service and communication required	
COM-25-079	Contractor service	Ensure that our contractors are fully aware of the Code of Conduct expected by our contractors when visiting OWBC properties, when speaking with tenants and residents	
	Repairs service	Re-book a suitable appointment to conduct the damp, mould, and condensation inspection	
	Communication	Ensure that the tenant is fully updated about when tenant can expect to receive the drain repair	
COM-25-080	Procedure	Repairs Team to go through the Repairs Procedure as a refresher	
	Communication	Speak with both the Tenancy Team and the Repairs Team to reinforce that communication across different service areas is essential	
	Repairs service	Extractor fan installation to be fitted the same time as an electrical shower to avoid disruption and the fan being installed and not conflicting with the position of a shower	
COM-25-081	Contractor service	Sureserve to arrange for compensation of £100 to recognise the disruption and inconvenience caused	

		Sureserve to ensure that only suitable engineers are allocated to radiator installations, rather than boiler-only engineers	
		Sureserve to reinforce standards of workmanship, including ensuring radiators are installed level and that available pipe clips are used	
		Sureserve to address the issue of pipework being forced into position when replacement radiators are of a different depth	
	Communication	Sureserve to improve communication with tenants and the council	

Table 2

3. Stage 2 Complaints

- 3.1 The Housing Team responded to 2 complaints in quarter 3.
- 3.2 Both complaints were acknowledged within 5 working days.
- 3.3 Both complaints were responded to within 10 working days.
- 3.4 The average time to respond to stage 2 complaints was 20 working days (Total 40 days divided by 2 complaints).
- 3.5 Both complaints were made against the housing repairs service.
- 3.6 Table 3 provides a summary of the complaint and the outcome, in addition to the finding and details of any compensation that is awarded to the tenant.

Complaint	Team	Summary of Complaint	Outcome	Finding	Compensation
COM-25-075 (A)	Repairs & Maintenance	Customer is unhappy with service from Sureserve regarding flooding in kitchen and damaging items			Total of £450, including the £150 issued at Stage 1
COM-25-079 (A)	Repairs & Maintenance (GAP)	Customer is unhappy with repairs at the property, claims damp and mould in every room, contractors are rude, and does not feel safe in the property			0

Table 3

- 3.7 Table 4 provides a summary of the areas where service improvements have been identified as needed following a stage 2 complaint investigation.

Complaint	Identified Issue	Action	Date
COM-25-075 (A)	Service failure	For service failure 1 increase the award from £75 to £150	16/12/2025
		For service failure 2 increase the award from £75 to £150	16/12/2025

		For service failure 3, award tenant £150	16/12/2025
	Repair	To commission a drain survey	
	Communication	To inspect tenant's property and provide a written report of the findings and any actions to be taken going forward	
	Information sharing	Sureserve to review this complaint	
COM-25-079 (A)	Training	Complaints training to be completed by complaint investigating officer	
	Communication	Officer visit to discuss connected with feeling safe in the home and to discuss tenancy issues	

Table 4

4. Housing Ombudsman

- 4.1 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.
- 4.2 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.
- 4.3 Oadby & Wigston Borough Council received no Housing Ombudsman determinations in this quarter.