

Complaints Survey

Annual Report

2025–26

Background

This report shows an annual picture of results from the monthly complaints satisfaction survey which is reported on every quarter.

The survey population is comprised of residents (or their advocates) who have made a complaint in a given month, and their complaint has been responded to and dealt with (closed). Those who feel their complaint is still open or are in the process of escalating to a Stage Two are excluded from results.

For the purposes of this report, 'residents' will refer to both residents and advocates.

This report discusses responses from residents who had made a complaint during the April 2025 – March 2026 period.

Please note, that all results in this report should be interpreted with care, and are only indicative, due to the small base (response) sizes throughout.

The complaints survey is an opportunity for Housing 21 to capture data about:

- Overall satisfaction with our approach to handling complaints
- Satisfaction with aspects such as:
 - Communication throughout the process
 - The outcome of the complaint
 - Process was neutral (unbiased)
 - Tone of voice and empathy
 - Taking vulnerabilities into account
- Suggested improvements and lessons learned

Methodology



Survey design

A short web survey, completed online via a URL link.



Approach

Residents were contacted to take part via email (preferred), or by telephone appointment.



Responses

156 residents (or advocates) were contacted to participate in the survey. 55 respondents completed the survey, giving a 35% response rate.

Headline results from 2025–26



To compare, in the 2025–26 Tenant Satisfaction Measures Survey, 64% of residents were satisfied with our complaints handling

Most common theme around what would improve the complaints process:

Better communication and follow ups

Mentioned by 14% of comments

Retirement Living	Extra Care
60%	50%
Satisfied with our overall approach to handling their complaint	Satisfied with our overall approach to handling their complaint



Satisfaction with all survey statements (%)



56%

Our overall approach



49%

Process was neutral (unbiased)



67%

We kept in touch throughout



56%

Quality of our response letter



49%

We were empathetic in our approach



65%

Our response had the right tone



51%

Outcome of complaint



58%

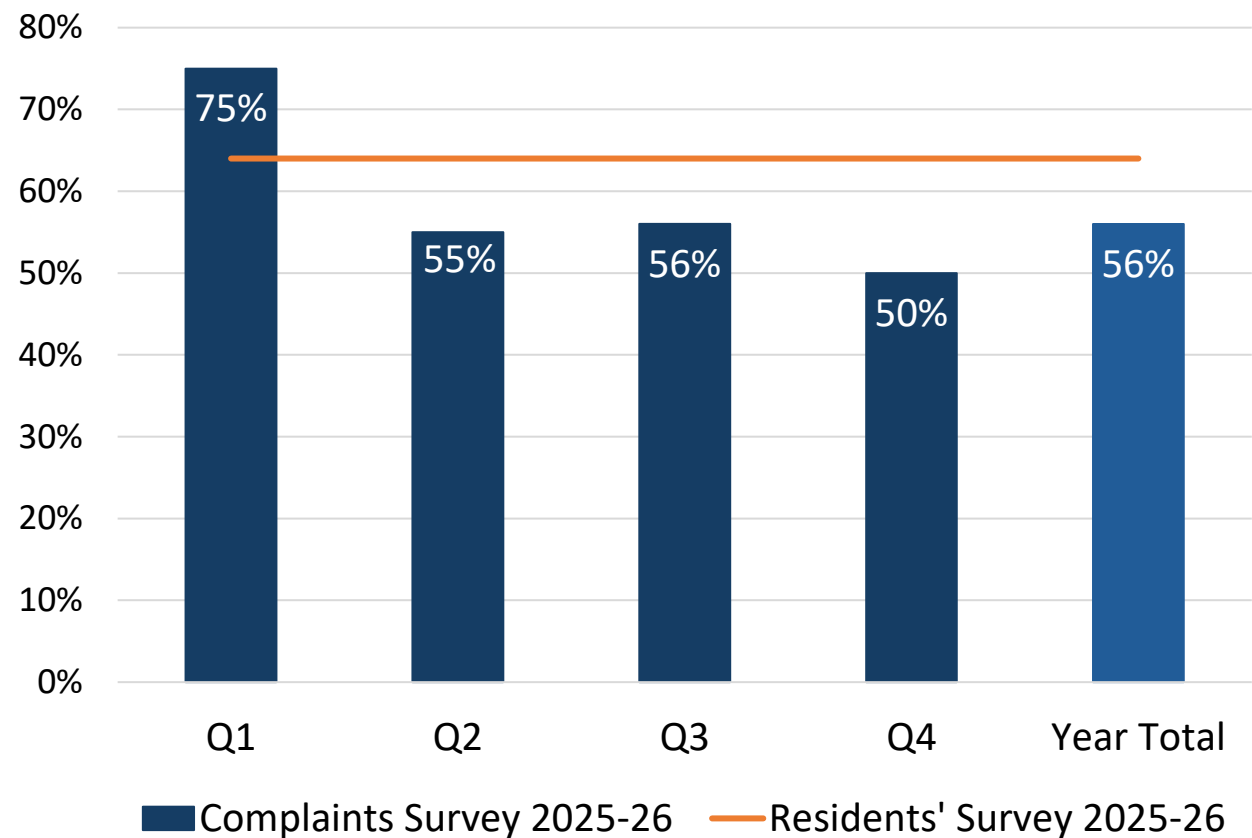
We took your complaint seriously



42%

We took into account any vulnerabilities

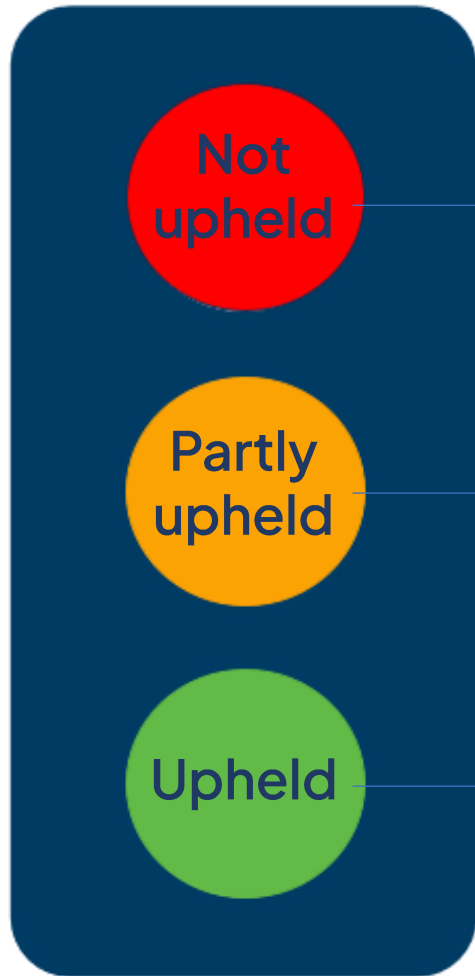
Satisfaction with overall complaints handling – by quarter



This chart compares satisfaction with our overall approach to complaints handling by quarter, with a benchmark from the 2025–26 Residents' Survey.

In the 2025–26 Residents' Survey, 64% of residents were satisfied with our approach to handling their complaint.

Satisfaction with overall complaints handling – by outcome



8% satisfied
75% dissatisfied

75% satisfied
25% dissatisfied

67% satisfied
22% dissatisfied

Satisfaction with our overall approach to complaints handling differs according to the **outcome** of the complaints.

The three outcome types are 'upheld', 'partly upheld' and 'not upheld'.

From the graphic, you can see that satisfaction is lowest, and dissatisfaction is highest, among those with a 'not upheld' complaint outcome.

Dissatisfaction is lowest among those with an 'upheld' complaint outcome.

The graphic excludes the percentage of 'neither' / neutral responses.

Changes in satisfaction over time

This table compares satisfaction with the survey statements over the last two years, showing the change in satisfaction (%) in the final column.

Generally, satisfaction has increased across most of the statements. The biggest increase was seen for ‘our overall approach’ (+12%). Two statements saw a decrease in satisfaction from last year.

Statement	2024–25	2025–26	Change (±%)
Our overall approach	44%	56%	+12%
Quality of our response letter	58%	56%	-2%
Outcome of complaint	51%	51%	±0%
Process was neutral (unbiased)	45%	49%	+4%
We were empathetic in our approach	44%	49%	+5%
We took your complaint seriously	58%	58%	±0%
We kept in touch throughout	60%	67%	+7%
Our response had the right tone	58%	65%	+7%
We took into account any vulnerabilities	49%	42%	-7%

Resident comments – improvements

Respondents were asked for their comments on what one thing would improve the complaints process.

The most common theme among responses was ‘better communication and follow ups’, discussed by 14% of comments.

Other common themes include ‘quicker process and responses’, ‘positive comment about complaints process’, ‘more qualified staff needed, improve staff training’, and ‘take action to resolve issues, ensure they are not repeated’.



“Better communication initially.”

“To be taken seriously”

“Monitor more closely and respond within your designated timescale.”

Overall, satisfaction with our complaints handling in 2025–26 is 56%. This score falls slightly below the 64% complaints handling tenant perception score from the 2025–26 Residents' Survey.

Satisfaction with overall handling of complaints saw a notable decrease between Quarter 1 and Quarter 2, followed by mostly consistent satisfaction levels for the remaining quarters.

Looking at a year-by-year basis, satisfaction with overall handling of complaints has increased by 12% from the previous year (56%, up from 44% in 2024–25).

This highest satisfaction was seen for the statement 'we kept in touch with you throughout the process of handling your complaint' (67% satisfied). The statement with lowest satisfaction was 'Housing 21 took into account any vulnerabilities you may have while handling your complaint' (42% satisfied).

The most common theme from comments around improvements was 'better communication and follow ups', which contrasts with the stronger satisfaction shown for communication-related statements.

