

Complaints Survey

Quarterly Report

Q1 2026–27

Background

This report shows a picture of results from the monthly complaints satisfaction survey for Q1 2026–27*.

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 2026 – June 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 results discussed in this report should not be confused with the annual results of the National Residents’ Survey, which includes a TSM (Tenant Satisfaction Measure) around complaints handling.

The overall TSM satisfaction score for complaints handling from the latest (2025–26) Residents’ Survey is 64%.

Survey objectives

The complaints survey is an opportunity to measure overall satisfaction with Housing 21's approach to handling complaints, as well as perceptions around:

- How easy it is to make a complaint
- The time taken to deal with complaints
- The final outcome of complaints
- How easy the outcome letter was to understand
- The experience provided by the complaint handler
- The process being honest and fair
- Communication and updates
- Taking vulnerabilities into account

Residents are also given the opportunity to leave comments around what Housing 21 did well, and what would have improved their experience.

Please note, the survey question set was redesigned and launched in Q1 2026–27. Therefore, historical comparisons to results from previous quarters are limited.

Methodology



Survey design

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



Approach

Residents were
contacted
to take part via email
or alternatively by
telephone appointment
where preferable.



Responses

49 residents (or
advocates) were
contacted to participate
in the survey. 13
respondents completed
the survey, giving a 27%
response rate.

Key results



31%

of respondents are satisfied with Housing 21's approach to handling their complaint



54%

of respondents found it 'easy' or 'fairly easy' to make their complaint



31%

of respondents are satisfied with the time taken to deal with their complaint



31%

of respondents are satisfied with the final outcome of their complaint



77%

of respondents found the outcome letter 'easy' or 'fairly easy' to understand



36%

of respondents are satisfied that Housing 21 took into account any vulnerabilities they may have

Agreement with statements

“The complaint handler understood what your problem was about”

46%
of respondents agree

“The complaint handler was professional and treated you with respect”

62%
of respondents agree

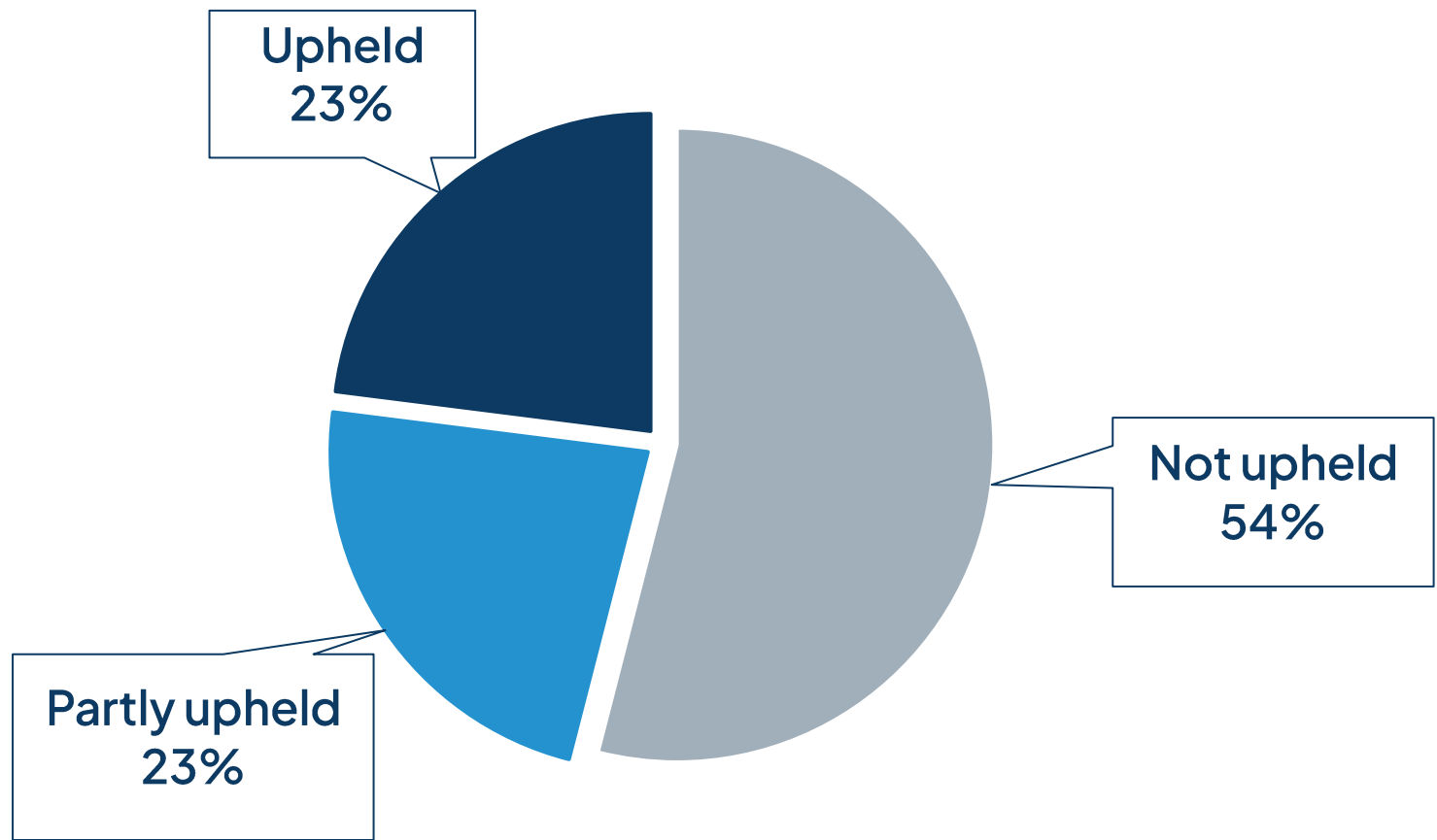
“The complaints process was honest and fair”

54%
of respondents agree

“We provided you with regular updates about the progress of your complaint”

31%
of respondents agree

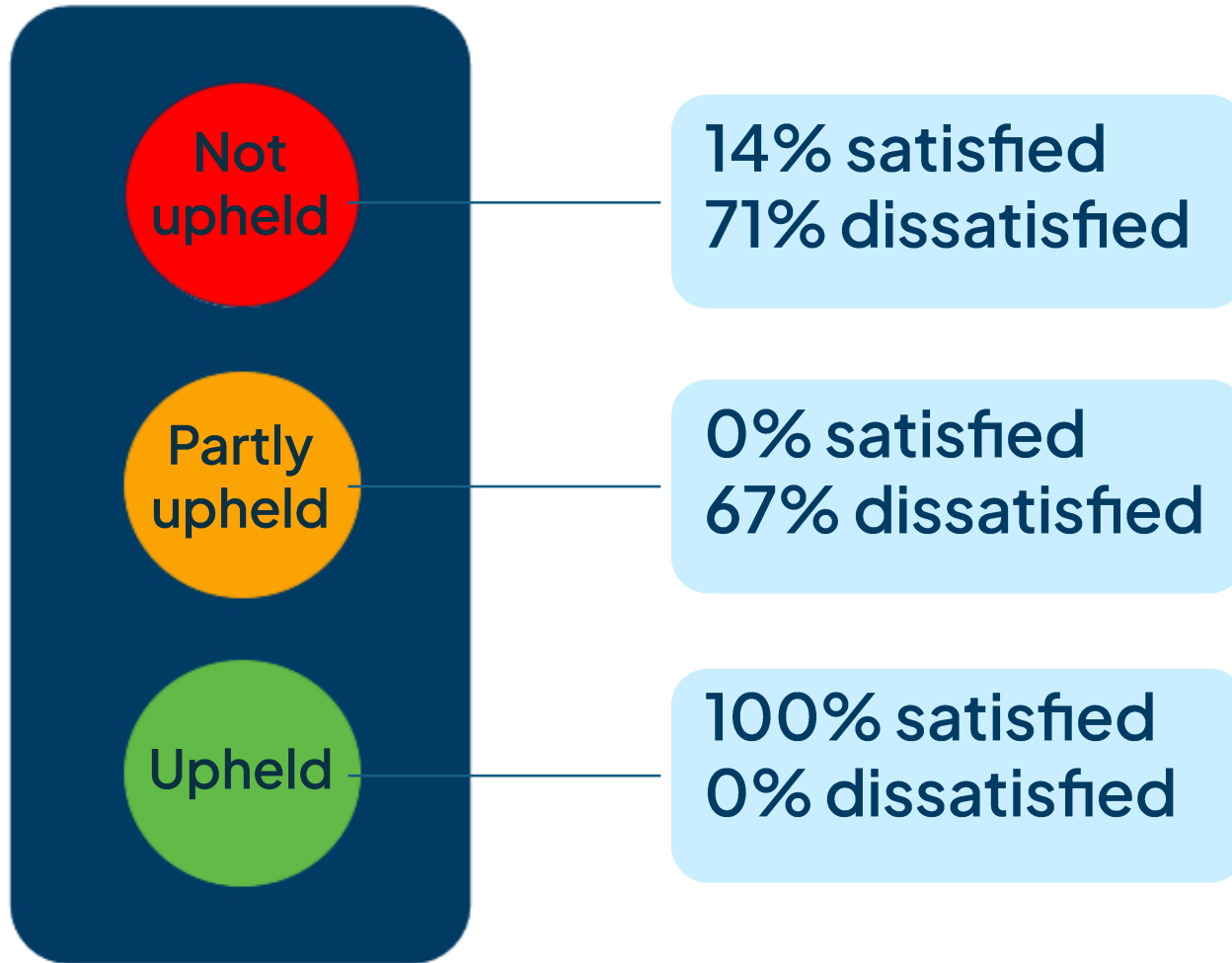
Respondents by complaint outcome



The outcome description of respondents' complaints is shown to provide further context to the results of the survey.

23% of respondents' complaints were upheld, a further 23% were partly upheld, and 54% were not upheld.

Overall satisfaction by complaint outcome



Satisfaction with Housing 21's overall approach to complaints handling differs according to the **outcome** of the respondents' complaints.

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

From the graphic, you can see that dissatisfaction is highest among those with a 'not upheld' complaint outcome, closely followed by 'partly upheld'.

Satisfaction is highest among those with an 'upheld' complaint outcome.

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

Changes in satisfaction by quarter

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

As the survey question set was redesigned and launched in Q1 2026–27, comparisons the previous quarter are limited to only three statements.

A decrease in satisfaction is seen across all three statements.

*Please note, the question wording for this question changed in Q1 2026–27, so perceptions across each quarter are not directly equivalent

Survey statement	Q4 2025–26	Q1 2026–27	Change (±%)
Overall handling of complaint*	50%	31%	-19%
Outcome of complaint*	50%	31%	-19%
Took into account any vulnerabilities*	47%	36%	-11%

What Housing 21 does well

Respondents were asked what Housing 21 did well when handling their complaint.

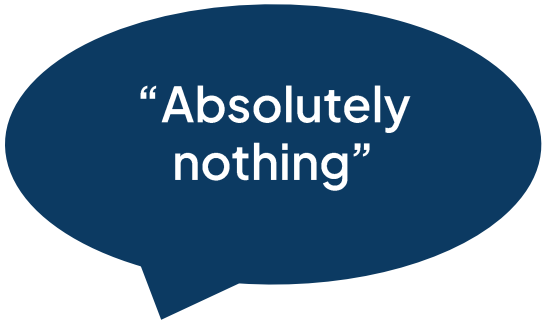
The most common theme among responses was ‘**Negative comment about handling of complaint**’, discussed by 63% of comments.

The most common positive theme was ‘**Listened and acted promptly**’, discussed by 25% of those who left a comment.

Another theme mentioned was ‘**Kind and sympathetic complaint handler**’, discussed by 13% of comments.



“They listened and acted straight away.”



“Absolutely nothing”



“Were kind and sympathetic and identified why I was very annoyed”

What could have improved the experience

Respondents were asked how Housing 21 could have improved their experience of making a complaint.

The most common theme among responses was ‘**Nothing to improve**’, discussed by 30% of comments.

The most common negative theme was ‘**Listen and take interest**’, discussed by 20% of those who left a comment.

Other themes discussed include:

- Address and fully respond to issues raised
- Employee training
- Honesty and transparency
- Prioritise interests of residents over those of the company
- Prevent issue from happening in the first place

“Listened to what I was saying and not being interested only in guarding its own back.”

“Answered the questions we had asked.”

“There was nothing to improve. I was very happy in how my complaint was dealt with.”

Final thoughts

Overall, satisfaction with our complaints handling in Q1 of 2026–27 is 31%. This score falls significantly below the 64% complaints handling tenant perception score from the 2025–26 Residents' Survey.

Looking at a quarter-by-quarter basis, satisfaction with overall handling of complaints has decreased by 19% since Q4, however results are not directly comparable due to a change in question wording since the survey was revised between the survey cohorts.

Areas receiving positive resident perceptions include the outcome letter being easy to understand (77% found it easy to understand), and 'the complaint handler was professional and treated you with respect' (62% agreeing with this statement).

The most common theme around what Housing 21 does well is 'Negative comment about handling of complaint', which contradicts the most common theme from improvement comments being 'Nothing to improve'.

From both the positive and negative comments, the themes show that residents value being listened to and treated with sympathy an understanding, as well as receiving prompt action to their complaint.