2025-2026

Complaints Annual Report
Key Facts and Figures

Total complaints

274

Total increase 13%

Stage 1 complaints upheld
70%

Stage 2 complaints upheld
52.5%

Average response time

7.3 days

Compared to last year

8.5 days

Escalation

Percentage of complaints escalated to Stage 2

20%

Ombudsman determinations

1

Top three complaint categories

Property Services
Delays, workmanship; and communication.

Neighbourhoods
Anti-social behaviour and tenancy management.

Contractors
Majority gas contractors, but other contractors too

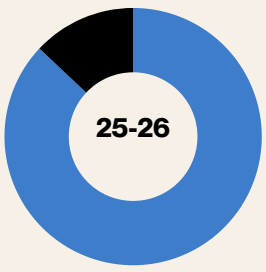
Top three complaint themes

Communication

ASB management

Complaint handling

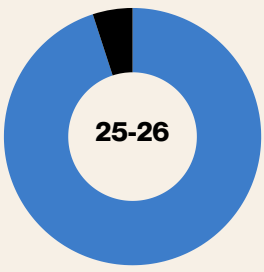
Stage 1 complaints responded to on time



This year
94%

Last year
87%

Stage 2 complaints responded to on time



This year
90%

Last year
95%

Stage 1 complaints are when a complaint is first raised formally with Connect. Stage 2 is when a resident is not happy with the response at Stage 1 the complaint is re-examined by Connect (like an appeal stage).

2025-2026

Complaints Annual Report Detailed Themes & Trends

Property Services

Repairs incomplete by target

Communication (particularly around delays)

Complaint handling

Neighbourhoods

Communication (lack of clarity and/or response)

Behaviour and attitudes

Anti-social behaviour case management

Contractors

Staff conduct (during repair and service visits)

Communication (lack of contact following missed appointments)

Incomplete repair works

Improved complaints handling

In the second half of 2025-26, we recruited an additional Complaints Resolution Officer. This helped drive further improvement in the quality of our complaint responses.

Older People

Residents over 65 are less likely to complain than any other age group. The main areas of complaint when they do are communication and responsive repairs.

Gender

Women are more likely to make a complaint about the conduct and/or attitude of staff or contractors and feel like they have not been listened to with appropriate empathy.

Stage 2 Complaints

Stage 2 complaints often signal dissatisfaction with communication and delays in completing agreed actions at Stage 1.

2025-2026

Complaints Annual Report
Key Service Improvements

Gas Contractor

Renewed formal contract performance meeting. Further works to be completed around providing our contractors with full tenant information.

Contractors

Issues around service performance and time management of a contractor were escalated quickly to the managing director to address.

Property Services

Implemented a stand-alone Pest Control policy, clarified responsibilities around communication. Reinforced importance of keeping well stocked vans within the team.

Neighbourhoods

Implemented two new policies: one on CCTV and one on pet ownership. Delivered training on hate crimes for new and existing housing team as part of the induction training package.

Complaint handling

Improved templates for complaint responses. These now ensure we specify follow up actions, clear action ownership and recognise the impact of any service failings upon residents.

Vulnerabilities

Launched an Inclusive Services Policy in October 2025. Aim is to ensure that vulnerability is taken into account at the point of service, and not just rectified at the point of complaint.

Out of hours services

Ensured alignment and improved communication between the out of hours call handler and our gas contractor for emergency issues.

Complaint handling

Implemented a monthly complaints actions report and associated reminders for clearer, more consistent communication with tenants.

Complaint handling

Delivered refresher training for frontline teams on identifying complaints effectivels, to support consistent handling and reporting.