Complaints Performance – Co-op Homes Residents (25/26)

Overview

During the 25/26 reporting period, we received a total of 13 stage 1 complaints from residents living in the 311 Co-op Homes owned properties. The number of stage 1 complaints is up from 11 in 23/24 and 7 in 24/25.

However, complaint volumes remain relatively low. We encourage complaints, and expressions of dissatisfaction with our service are investigated through the formal complaint process so we can learn and improve.

2. Complaint Stages and Handling

Of the total complaints received:

- 13 complaints (81%) were handled at Stage 1
- 11 complaints were resolved at Stage 1, without escalation.
- 3 complaints (19%) progressed to Stage 2 (one managed at stage 1 in the previous year)

This indicates that while most complaints are resolved early, a small number require further review, to provide scrutiny and fairness within the complaints process.

3. Complaint Categories

At stage 1 complaints received covered a range of service areas. Some complaints covered multiple service areas. The most frequently occurring categories were:

- Property condition (Health & Safety): 3 cases
- Property condition (non-H&S): 3 cases
- Occupancy rights: 3 cases
- Charges: 3 cases
- Staff conduct / service: 3 cases

Other categories included:

- Anti-social behaviour (ASB): 2 cases
- Estate management: 1 case
- Moving to a property: 1 case
- Resident involvement: 1 case

These figures highlight that property condition was the most common source of dissatisfaction. We have increased planned maintenance programme and more closely monitor more complex cases.

We received 3 complaints about occupancy rights. We always follow tenancy policy, which has an appeals process. We have improved how we seek to understand the circumstances of each customer to ensure we are always empathetic.

3 cases concerned charges. We have made improvements in the timeliness of information on charges.

3 complaints included dissatisfaction with staff conduct. Feedback and training was provided in each case about being more empathetic, responding to individuals' everyday experiences, and demonstrating what's being done.

Housing Ombudsman Determination

In 25/26 we received a determination on a case from the Ombudsman. The Ombudsman found maladministration in our handling of the resident's reports of ASB and maladministration in our response to the associated complaint.

During the year we reviewed how we manage ASB cases. We realise how important it is to keep customers up to date and we have introduced new expectations on staff for keeping in touch at each stage of an investigation, and in between if there is any delay. We have updated our case management practice. We will always complete a new initial report form. This sits alongside a new risk assessment action plan. The new system should ensure that customers receive regular contact about progress.

There were delays of several days in handling this complaint and we did not provide a clear response at stage 1 of the complaints process. We realise that delays in complaint handling delay resolution of the substantive issue and we have since reviewed our compensation and remedies policy in line with the Ombudsman's updated guidance on compensation issued in 2026. We realise that lack of clarity delays resolution of issues. We have since updated our Complaints policy to strengthen use of the complaint definition to help us to clarify with a complainant anything that is unclear.

Key Performance Insights

- The overall complaint volume is average for an organisation of our size, indicating generally stable service delivery.
- Escalation rates are limited, suggesting that most issues are appropriately addressed without the need for further review.
- Recurring complaint themes point to property condition, staff interactions, and occupancy matters as key service areas for ongoing monitoring and improvement.

We should be easy to contact via telephone on 020 3166 2608 and always reply to an email within 48 hours. We're keen to know if we fall short and we're grateful for any feedback on our complaints process.

Please let us know at homes@coophomes.coop.