

HOUSING COMPLAINTS REPORT

QUARTER
3

2024
2025

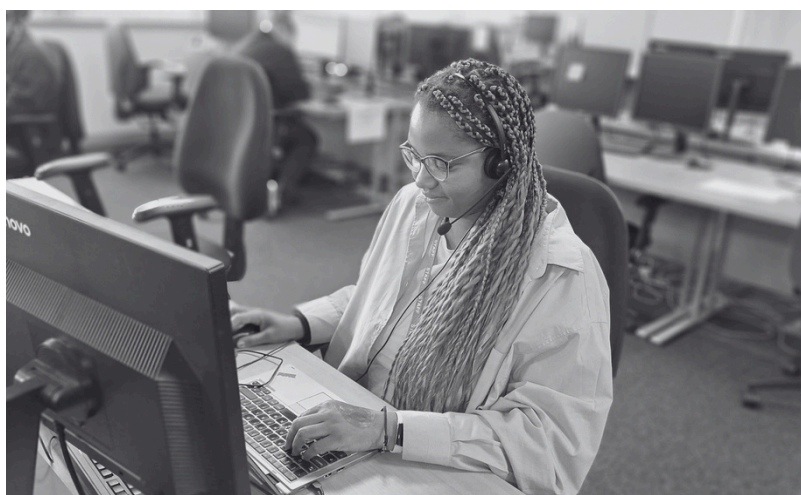
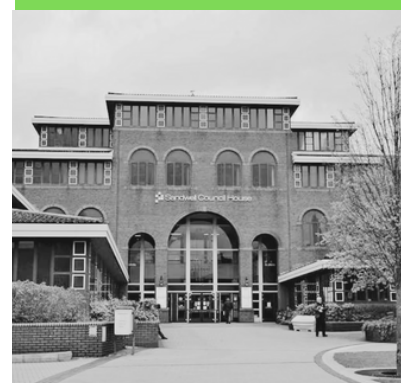
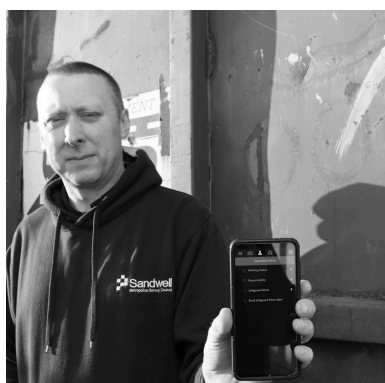
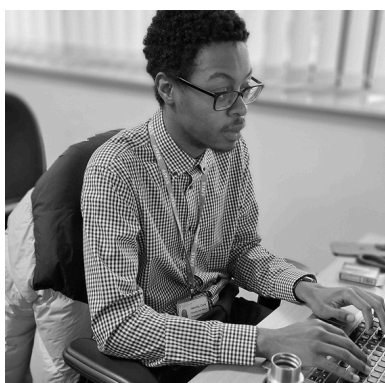


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1. COMPLAINTS PERFORMANCE

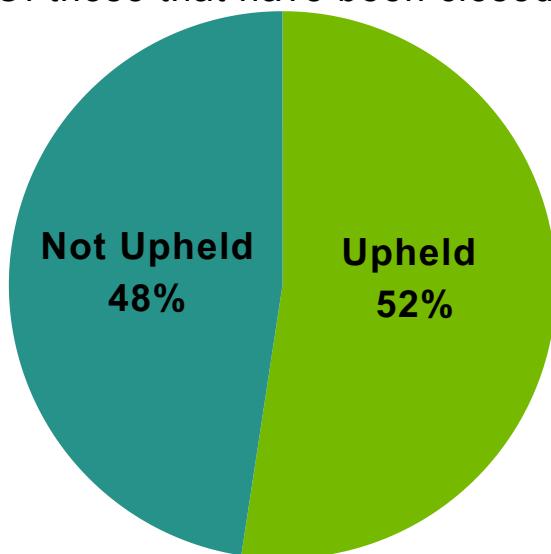
Stage 1 Complaints

Stage 1 is the investigations stage - when we receive a complaint we try to resolve it straight away, in cases where we can't we will investigate your complaint.

244

Stage 1 Complaints were received
78 are still active

Of those that have been closed:



Closed within 10 working days:
57 (23%)



Average days to close:
18 working days



Top Reason for complaints:
Delay in Procedure
75 (31%)

Complaint by Service Area

Service Area	%
Asset Management and Improvement	195 (80%)
Tenancy and Estate Management	38 (16%)
Community Safety	6 (2%)
Other	5 (2%)

Stage 2 Complaints

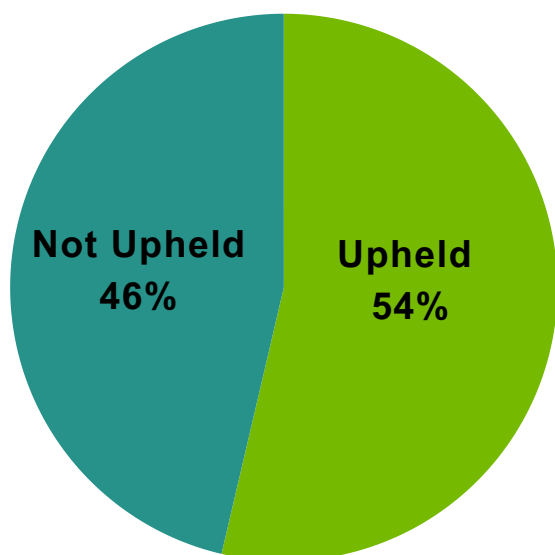
Stage 2 is the review stage - if you are unhappy with the outcome of the stage 1 complaint, you can ask that the outcome be reviewed.

You will need to tell us why you were unhappy about the stage 1 outcome - a senior officer will review your stage 2.

57

Stage 2 Complaints were received
16 are still active

Of those that have been closed:



Closed within 20 working days:
15 (26%)



Average days to close:
23 working days



Top Reason for complaints:
Disagree with Management Decision 18 (32%)

Complaint by Service Area

Service Area	%
Asset Management and Improvement	44 (75%)
Tenancy and Estate Management	9 (15%)
Community Safety	4 (7%)
Other	2 (3%)



2. OMBUDSMAN CASES

The Housing Ombudsman Service is an independent, impartial, and free service for social housing residents.

They make the final decision on disputes between residents and landlords that are registered members of its Scheme - including tenants and leaseholders of social landlords.

The Ombudsman can only consider a complaint for investigation where they are satisfied that the complaint issues have been raised and investigated by a landlord through its dedicated complaint procedure and provided a final response.

They will also consider a complaint where they are satisfied that the resident has raised the issues and there has been failure by the landlord in its complaint handling.

9 cases opened



1 cases closed



31 cases active



The length of time it takes the Ombudsman to investigate cases means they may not always be received and closed within the same reporting time.

Outcomes

The Ombudsman can issue determinations and / or orders following their investigations.

Determinations

Following investigations, the Ombudsman can find that there has been maladministration. This means the landlord has failed to do something, done something it shouldn't have or has delayed unreasonably.

1 Maladministration - Damage caused by contractor 

1 Service Failure - Handling of damp and mould 

2 Maladministration - Complaint handling 

1 Service Failure - Handling of excessive cold 

1 Maladministration - Response to reports of damp and mould 

1 Service Failure - Handling of fence repair 

1 Service Failure - Damage caused by contractor 

1 Service Failure - Record keeping 

Orders

The Ombudsman can also issue orders that the landlord must complete to prevent similar future failings.

A total of **4** orders were given.

1

Review Failures

1

Staff Training

1

Complete Inspection

1

Award of compensation

Total compensation paid

£500

3. LESSONS LEARNT & IMPROVEMENTS

Sandwell sees complaints as an opportunity to learn lessons and drive continuous improvement. The Council will acknowledge faults when they occur and take responsibility for putting things right and avoiding a reoccurrence.

The below table shows some of the improvements that are being introduced as a result of the complaints and ombudsman case investigations.

Improvement	Benefit
We will provide complaint handling training for all officers that have involvement with complaints.	Training will ensure improved investigations, responses and resolutions for residents.
We will improve how we assess and record the needs of vulnerable residents.	Holding the correct information will allow us to assess the impact on individuals and provide a more personal service.
Boundary concerns will be included in the review project looking at information given to you at the start of your tenancy.	It is important that boundary concerns are addressed as soon as possible before they become an issue for the residents living in the properties.
We will keep tenants informed on planned repairs works due to be completed at their property, including advising of delays.	It is important that tenants are aware of when repairs will be completed.
We have set up a working group for residents of Elmcroft to look at ongoing issues with leaking balconies.	The working group will encourage proactive resolutions to residents concerns.





4. GET INVOLVED

As a council tenant, or leaseholder, you have the right to be consulted on matters affecting your tenancy and the housing services you receive.

There are a number of methods available for you to have your say.



Volunteer as part of a regularly meeting group



Get involved with specific subjects and tasks for a short term



Attend work shops for group discussions



Complete surveys and feedback requests

If you would like to get involved would like more information on what is available, please call us on **0121 569 2537**.

You can also complete a short survey to express your interest.

<https://forms.office.com/e/8QL19ARBWy>

