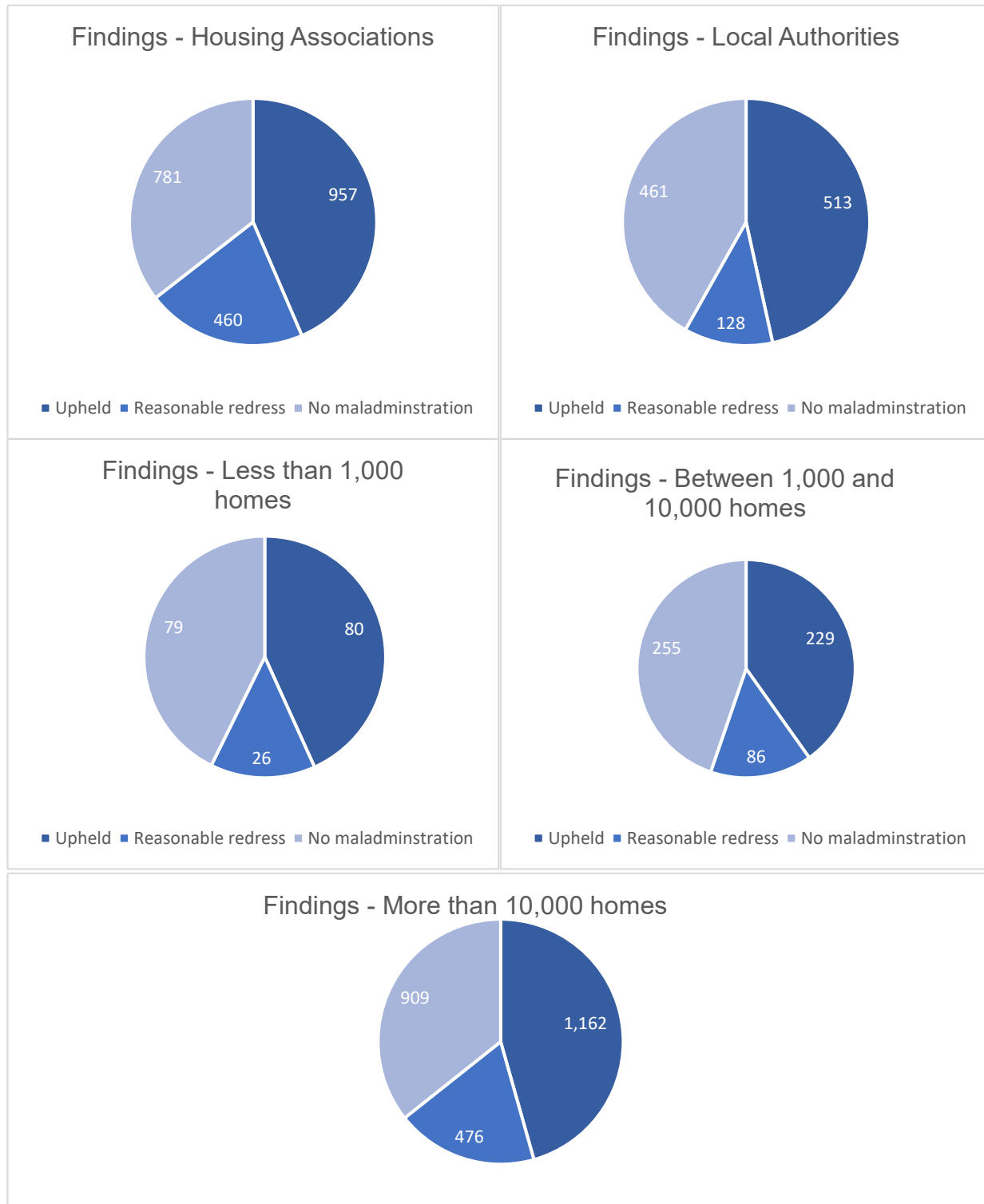


The Ombudsman upheld 49% of the cases investigated and 45% of the findings². This rate is high and strongly suggests both complaints handling and service delivery needs to be improved across our membership; there is little difference in performance when analysed by landlord type or size. If, however, reasonable redress is taken into consideration – where something in the service provision went wrong but was recognised and subsequently put right on the complaints process – the failure to get things right first time is higher in housing associations (64%) compared to local authorities (58%) and large landlords (83%) compared to medium (55%) and small (57%) landlords.



² a finding of service failure, maladministration, severe maladministration or settlement

