



**NEWARK &
SHERWOOD**
DISTRICT COUNCIL



CUSTOMER FEEDBACK & COMPLAINTS

Second Half Year Report
2025/2026

Customer Feedback & Complaints

Our Customer Feedback Policy has been formally adopted and agreed and is designed to cover the requirement of both the Local Government & Social Care Ombudsman and the Housing Ombudsman. We are bound by the requirements both Ombudsmen set out which are clear about the expectations on us in how we deal with complaints.

One of the key things that both Ombudsmen expect that we report on and use all the feedback from customers, especially complaints, to improve our services.

This report is shared with:

- Senior Leadership Team and Business Managers
- Member Champion for complaints
- Tenant Influence and Assurance Board
- Policy and Performance Improvement Committee

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Introduction to the Customer Feedback & Complaints Reporting Process

As Newark and Sherwood District Council, we are committed to listening and learning from residents' feedback about the services that we provide.

Our Customer Complaints and Feedback Policy is the framework we use for all feedback received. It guides how we capture, investigate, respond to, and learn from customer feedback, which in turn helps us to continuously improve and shape services to better meet the needs of our communities.

Both positive and negative feedback are important, offering valuable insights into customers' experiences. This feedback highlights our strengths, pinpoints areas needing improvement, and acts as an early alert system for potential issues, allowing us to address problems before they become larger. It also helps us find the root causes of any challenges and fix weaknesses in systems, processes, or service delivery. Compliments matter just as much, as they show us what customers value and provide examples of best practices, including recognition for individual staff and teams who offer excellent service.

To support effective handling of complaints, our staff receive comprehensive training covering investigation techniques, response standards, and the role of the Ombudsman. We have also enhanced our feedback management system to ensure consistency and quality in our responses. From April 2025, we have introduced detailed sub-categories within our complaints procedure to provide greater clarity and enable more targeted analysis of service issues.

Our policy aligns with the statutory Housing Ombudsman Complaint Handling Code, and the guidance set out by the Local Government and Social Care Ombudsman.

The Local Government Social Care Ombudsman (LGSCO) provides guidance to organisations to help identify whether feedback should be handled as either a service request, a complaint or both. The definition of a service request is: *'a request that the organisation provides or improves a service, fixes a problem or reconsiders a decision.'* This provides organisations with the opportunity to resolve matters to an individual's satisfaction before they become a complaint. A complaint may be defined as: *'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual or group of individuals'*

The Ombudsman continues that service requests should be recorded, monitored and reviewed regularly. In addition, organisations should have the opportunity to deal with a service request before a complaint is made. A complaint may be raised when the individual expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. An organisation should not stop its efforts to address the service request if the individual complains. We follow this guidance when reviewing customer feedback and categorise the feedback in the most appropriate way and in agreement with the customer.



Overview of all feedback received

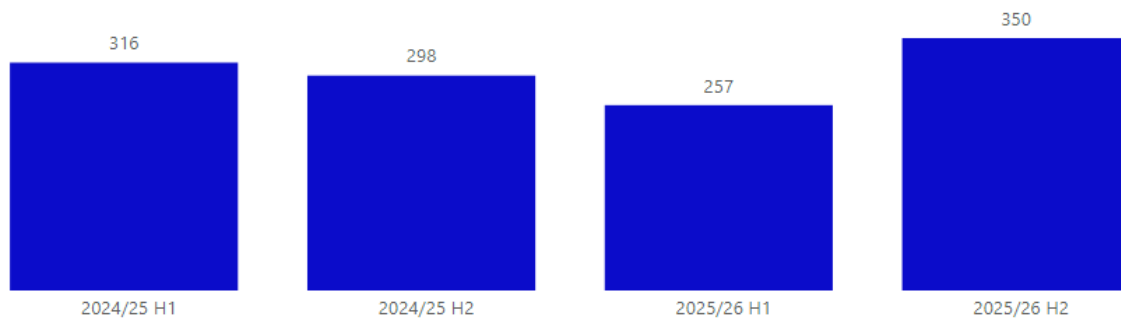
2025/26 Half 2			
Stage 1 Complaints	Complaints Escalated to Stage 2	Suggestions	Praise
350	63	19	121

During the second half of 2025/26 the Council received 350 complaints at stage 1 and of those complaints 63 escalated to stage 2. Additionally, 19 suggestions for our services were received, as well as 121 comments of praise.

It is important for us to use many different methods to engage and consult with our customers, to receive as broad and as representative view of our services as possible. Complaints and suggestions are a valuable source of information that help us pinpoint areas for improvement and offer insight into where we are delivering a good service whilst praise helps to identify where our services are performing well.

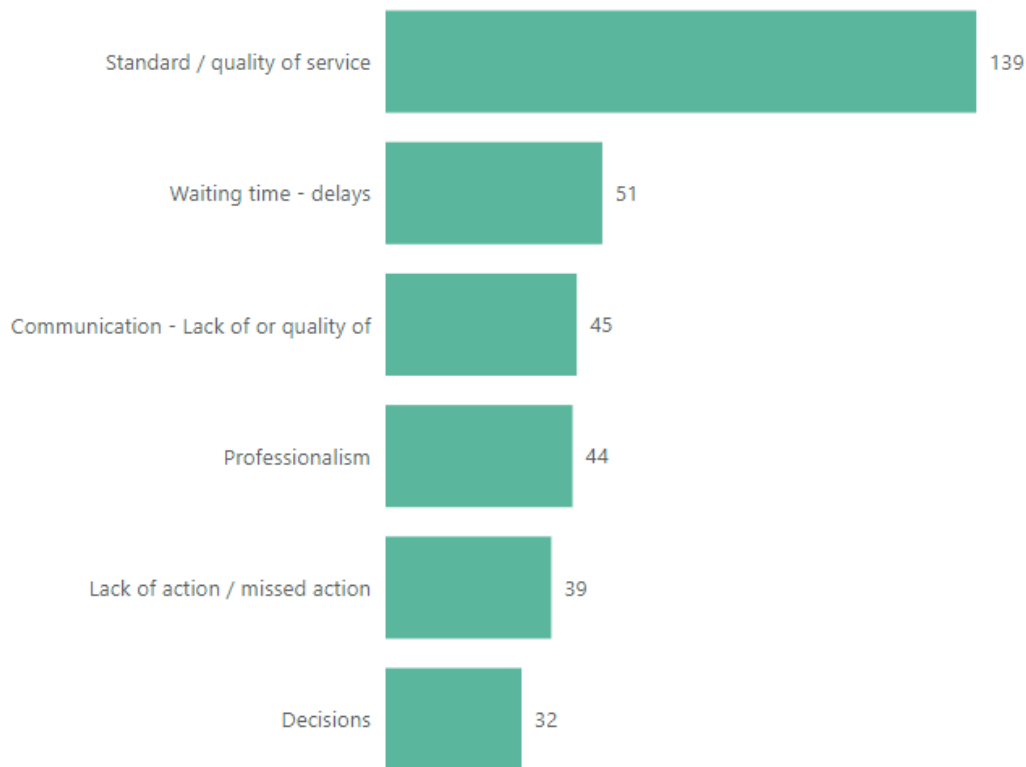
1. Stage 1 Complaints

1.1. Volume of Complaints Received – 2 Year Trend



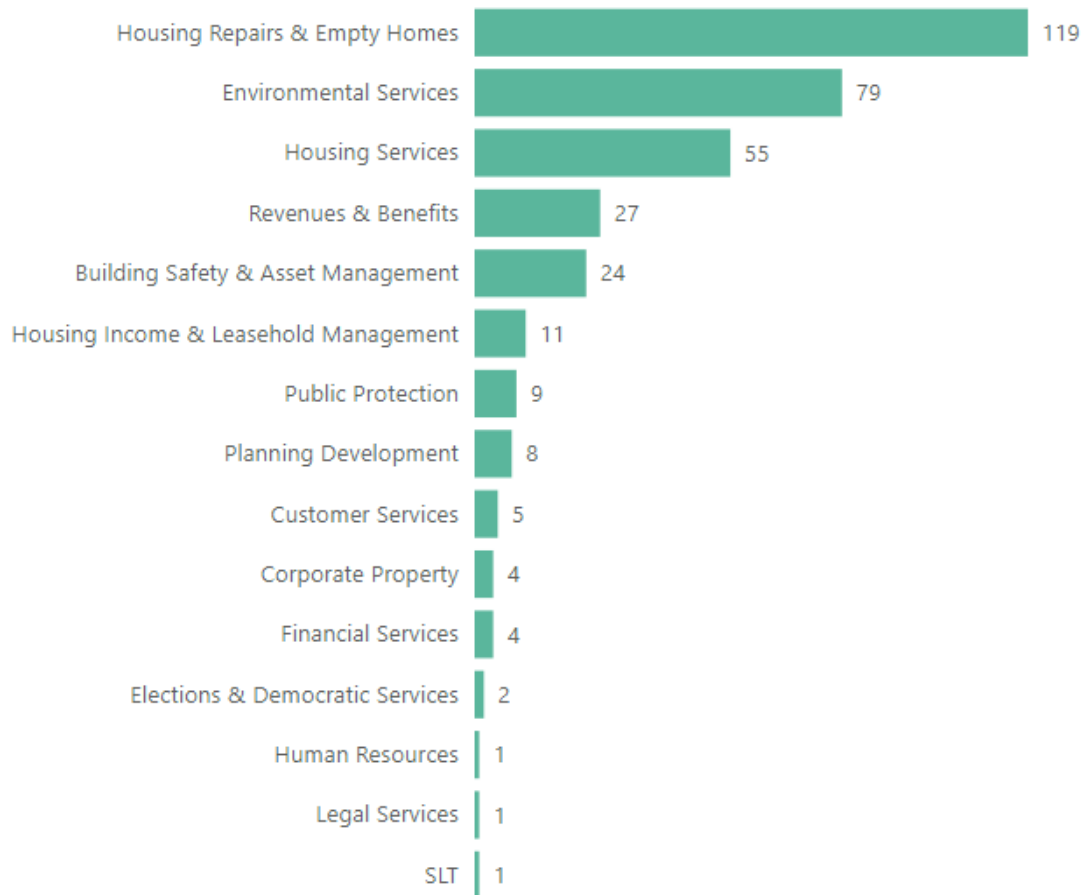
Over the two-year period, Stage 1 complaints remained broadly stable across 2024/25, reducing slightly from 316 in Half 1 to 298 in Half 2. In 2025/26, the figure fell further to 257 in Half 1 before rising to 350 in Half 2, representing the highest level in the period. This indicates that there is evidence of a notable increase in substantive complaint demand in the most recent reporting period. This should be monitored closely to determine whether it reflects a temporary spike or the start of a sustained upward trend.

1.2. Complaints Received by Category



Analysis of Stage 1 complaints by category shows that the most common issue raised was standard / quality of service, accounting for 139 complaints and representing a significant proportion of the overall total. This indicates that the main area of customer dissatisfaction relates to how services are experienced and delivered. The next most frequent categories were waiting time/delays with 51 complaints, a lack of communication or quality of communication accounted for 45 and professionalism accounted for 44 complaints. Overall, the pattern indicates that most complaints are linked to service delivery rather than policy or formal decision-making, highlighting the importance of maintaining service standards, improving responsiveness, strengthening communication with customers and ensuring agreed actions are completed in a timely manner.

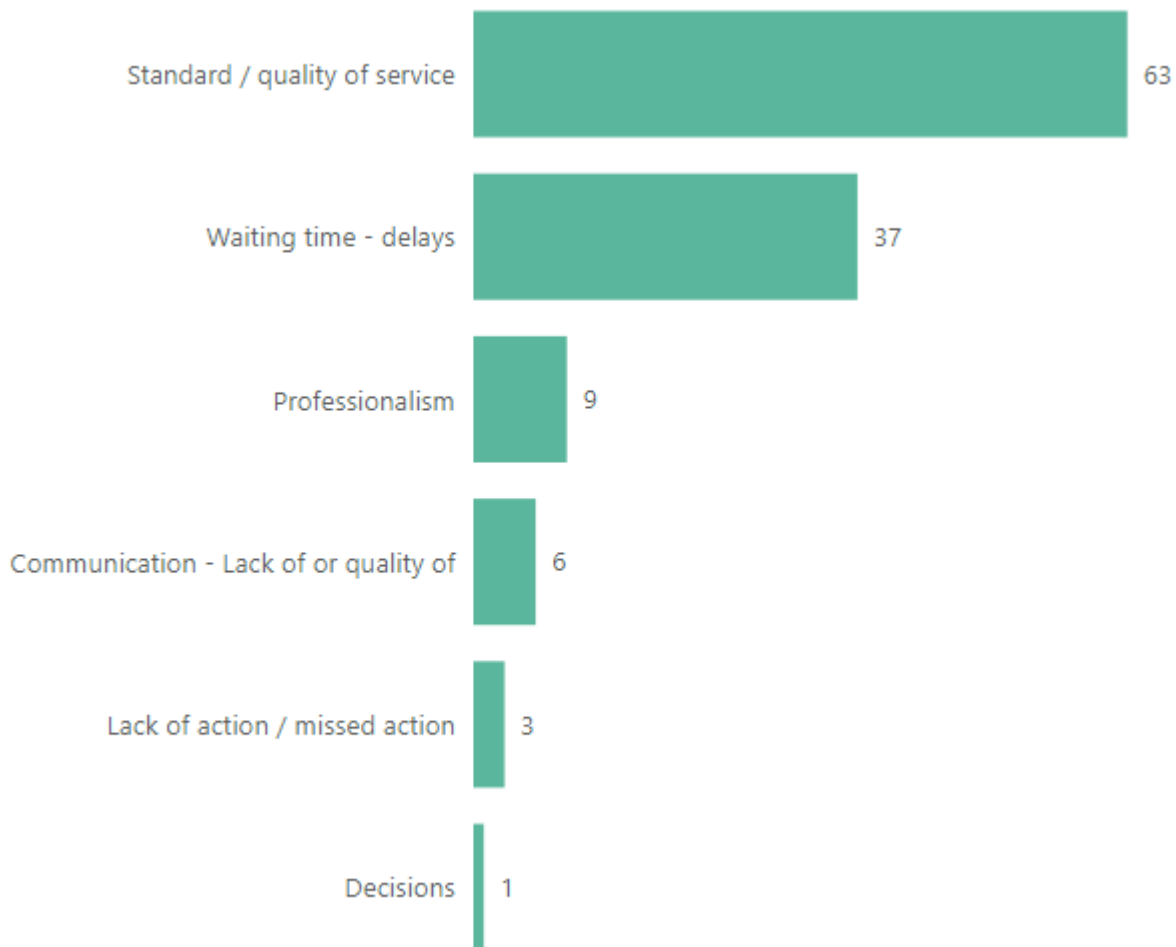
1.3. Complaints Received by Business Unit



The complaints received, organised by Business Unit outlines the spread of complaints across the Council, naturally those services who are front facing receive the highest volume of complaints. With Housing Repairs and Empty Homes receiving 119 complaints in total, Environmental Services received 79 complaints, and Housing Services received 55 complaints. These three business units accounted for 72.3% of the total complaints received during this half year period.

The following three charts will examine the top three business units with the most complaints during this half year period in more detail, including how the complaints received have been categorised.

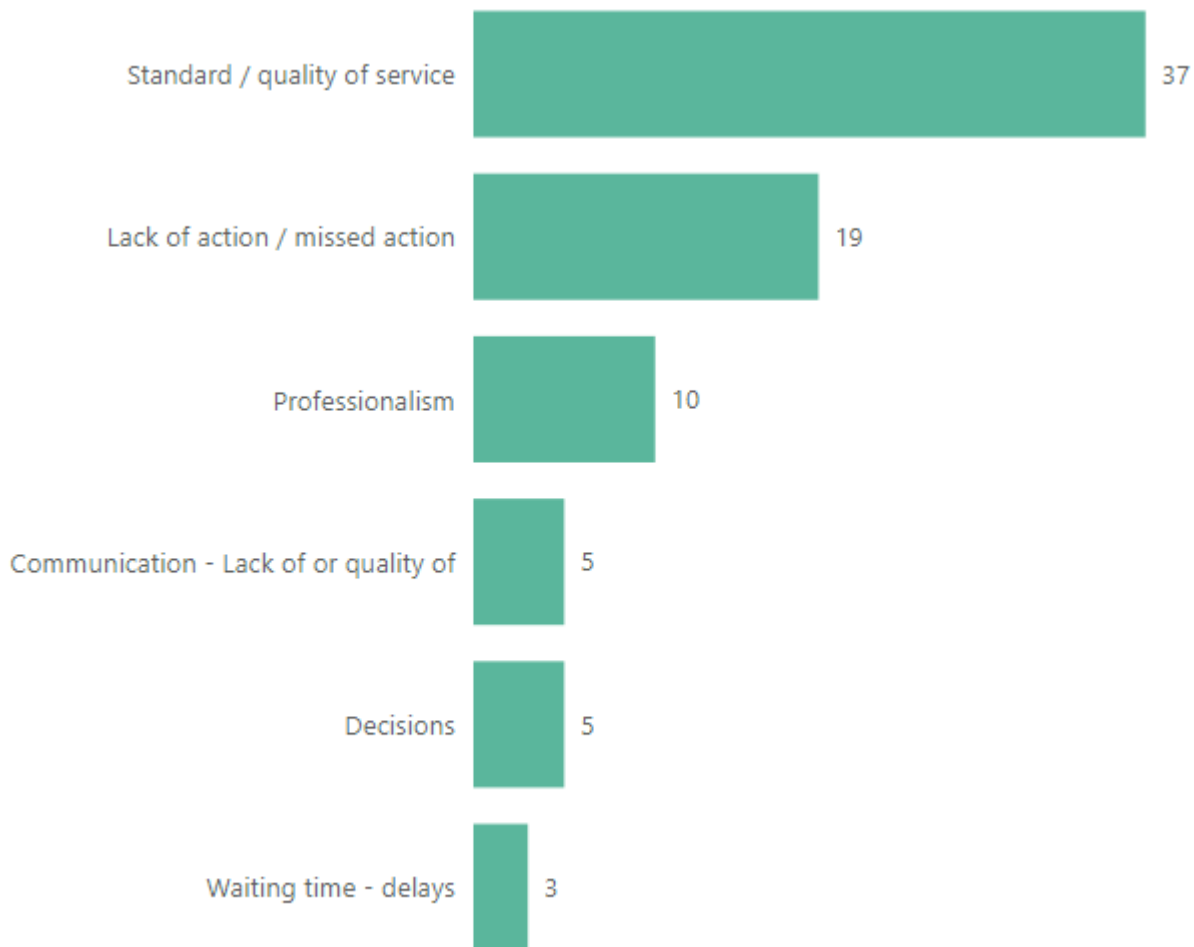
Housing Repairs and Empty Homes



Of the 119 complaints received by Housing Repairs and Empty Homes, the largest category related to the standard and quality of service provided, with 63 complaints. This was followed by waiting time and delays, with 37 complaints and professionalism with 9 complaints. Together, these categories show that the main sources of dissatisfaction are not only the quality of repair outcomes, but also how quickly services are delivered and how clearly customers are kept informed throughout the process.

Front-facing services such as Housing Repairs and Empty Homes often receive the highest volume of complaints because they involve direct and regular contact with tenants and have a visible impact on their day-to-day lives. In the case of Housing Repairs and Empty Homes, the service has a particularly important role in helping to keep tenants' homes safe, secure and in good condition. As a result, if repairs are delayed, communication is unclear, or the quality of work does not meet expectations, the effect is felt immediately by tenants in their homes, making these services more likely to generate complaints than other services.

Environmental Services



Environmental Services received the second highest volume of complaints during this half year period. The largest category related to the standard and quality of service, with 37 complaints. This was followed by missed action or lack of action, with 19 complaints, and professionalism, with 10 complaints. Together, these categories suggest that the main causes of dissatisfaction relate to the reliability and quality of service delivery, as well as how customers experience their interactions with staff.

As with Housing Repairs and Empty Homes, Environmental Services is a highly visible front-facing service that forms part of residents' everyday experience across the district. Services such as waste collection, street cleansing and other environmental functions are delivered directly within communities and are often among the most noticeable services the Council provides. This means that when things occasionally go wrong, such as a repeated missed bin, poor service quality or an unsatisfactory interaction, the impact is often immediate and more visible to residents.

Housing Services



Housing Services received the third highest volume of complaints during this half year period. The most common category related to professionalism, with 16 complaints. This was followed by decisions, with 13 complaints, and the lack or quality of communication with 9 complaints. Together, these categories suggest that the main causes of dissatisfaction relate both to how customers experience their interactions with the service and to the housing-related issues being managed on their behalf. Housing Services provides a wide range of support to tenants and, at times, must manage expectations or make decisions that tenants may not agree with. This can affect satisfaction levels and contribute to complaints relating to professionalism and decisions.

1.4. Complaints Response Times

We must ensure policies and processes for handling complaints comply with the Complaint Handling Code. The complaint handling code states that stage 1 complaints should be acknowledged within 5 working days and responded to within 10 working days. It is also stated that responses to complaints should only be extended where there are exceptional circumstances.

The graph at 1.2.1 shows that of the total 350 complaints, 319 of those were acknowledged on time whilst 31 were overdue and acknowledged outside of the 5 working days.

When looking at graph 1.2.2, we can see that response times improved in comparison to acknowledgement times with 335 complaints being responded to within the 10-working day timeframe. 12 complaints were responded to outside of the necessary timeframe and 3 complaints were still in progress at the time of extracting this data for reporting purposes.

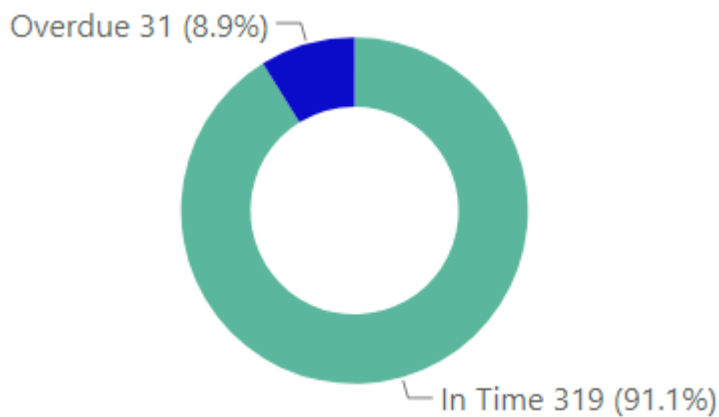


Figure 1.2.1

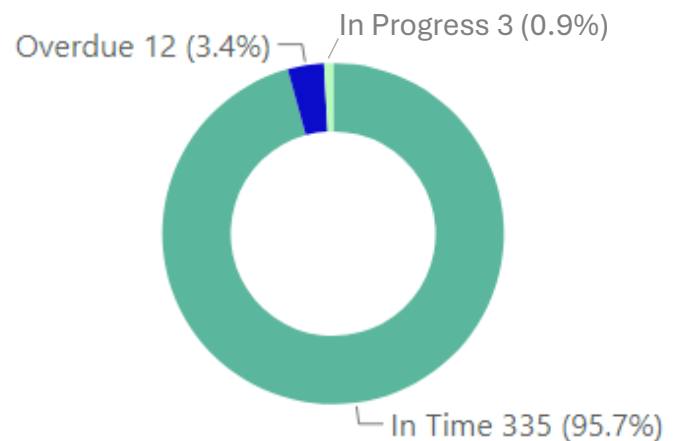


Figure 1.2.2

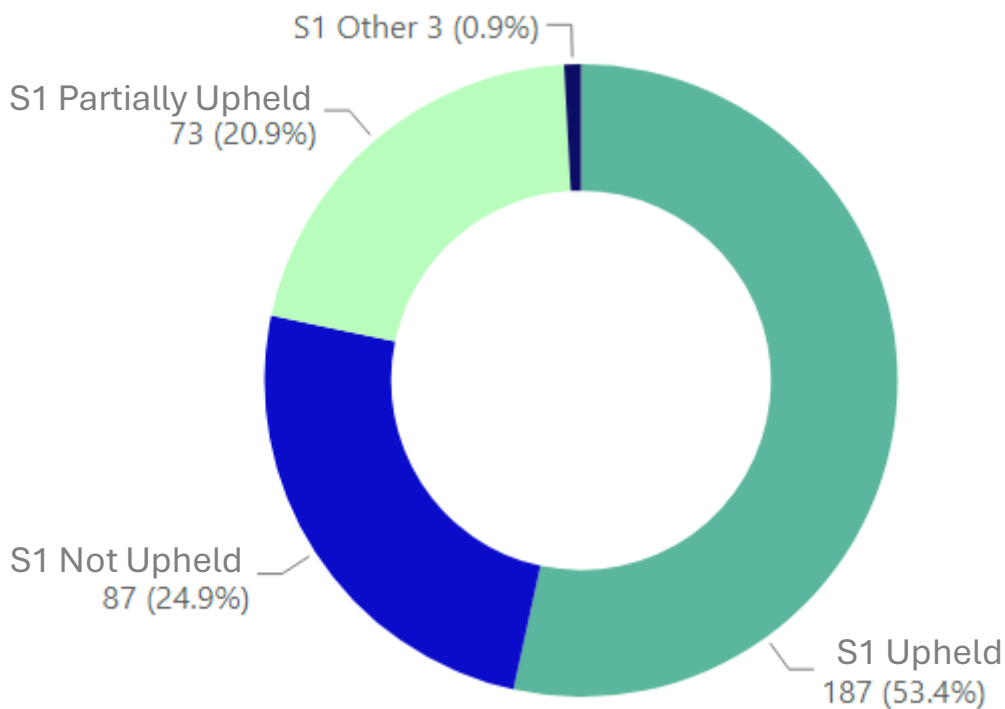
1.6. Complaint Outcomes

Every complaint will have an outcome, which is the result of a thorough investigation and assessment of the complaint and any available evidence. 187 complaints were fully upheld during this period, which is to say all elements of the complaint were deemed to be legitimate cause for a complaint to be actioned and corrective work to be taken accordingly.

87 complaints were not upheld, and this is the opposite of the above, whereby the outcome of the investigation and assessment of the complaint has found that there is no sound basis or evidence of the complaint.

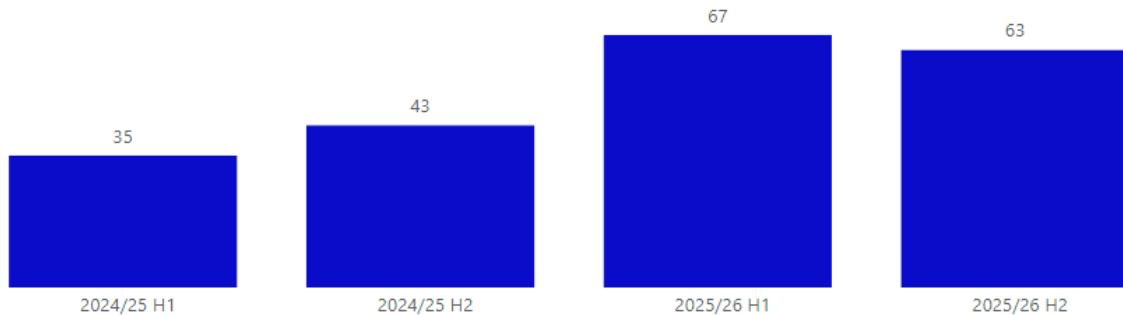
73 complaints were partially upheld, which is where the complaint is made up of multiple elements and the investigation has found that at least 1 or more of the elements of the complaint have been upheld, whilst at least 1 or more of the elements have not been upheld.

There were 3 complaints in which the outcome had not been determined at the point of reporting.



2. Stage 2 Complaints

2.1. Volume of Complaints Received – 2 Year Trend



Over the two-year period, the number of complaints escalating to Stage 2 remained broadly stable across 2024/25, increasing slightly from 35 in Half 1 to 43 in Half 2. In 2025/26, the figure has increased further to 67 in Half 1 which is a 91.43% increase on the same period in 2024/25.

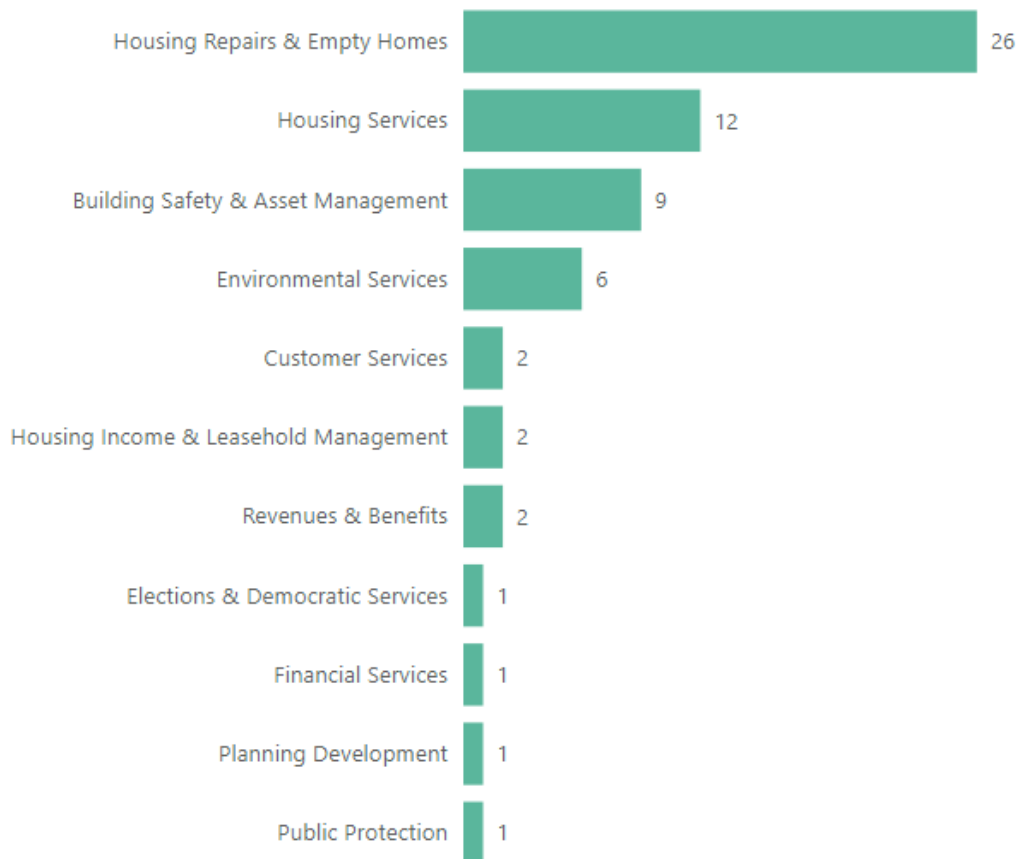
Half 2 saw fewer complaints escalating to Stage 2, with a total of 63 complaints. This is nevertheless an increase of 46.5% against the same period in 2024/25. Taken together, these increases may indicate that a greater proportion of complainants remained dissatisfied with the Stage 1 response or felt that their concerns had not been fully resolved at the first stage. This could suggest underlying issues in the quality, clarity or timeliness of initial complaint handling, or that the complaints being received are becoming more complex and harder to resolve early. The continued rise in escalations should therefore be monitored closely, as it may point to a need for stronger resolution at Stage 1 and further learning from recurring complaint themes.

2.2. Stage 2 Complaints Received by Category



Analysis of Stage 2 complaints by category shows that the most common issue was standard / quality of service, with 29 complaints. This was also the most common category at Stage 1, suggesting that dissatisfaction with how services are delivered remains the main driver of escalation. The second most common Stage 2 category was waiting time/delays, with 12 complaints, which was also the second highest category at Stage 1. The third most common Stage 2 category was decisions, with 9 complaints. Overall, this suggests that the main reasons complaints progress to Stage 2 are consistent with the issues raised at Stage 1, particularly where customers remain dissatisfied with service quality and timeliness.

2.3. Stage 2 Complaints Received by Business Unit



The complaints received, organised by Business Unit outlines the spread of complaints across the Council, naturally those services who are front facing receive the highest volume of complaints. With Housing Repairs and Empty Homes receiving 26 complaints in total, Housing Services received 12 complaints, and Building Safety and Asset Management received 9 complaints. These three business units accounted for 75% of the total complaints received during this half year period.

2.4. Stage 2 Complaints Response Times

The complaint handling code states that stage 2 complaints should be acknowledged within 5 working days and responded to within 20 working days. It is also stated that responses to complaints should only be extended where this is reasonable to do so.

The graph at 2.4.1 shows that of the total 63 complaints, 60 of those were acknowledged on time whilst 3 were still in progress at the time of reporting.

When looking at graph 2.4.2, we can see that response times improved in comparison to acknowledgement times with 59 complaints being responded to within the 20-working day timeframe. 3 complaints were responded to outside of the necessary timeframe and 1 complaint was still in progress at the time of extracting this data for reporting purposes.

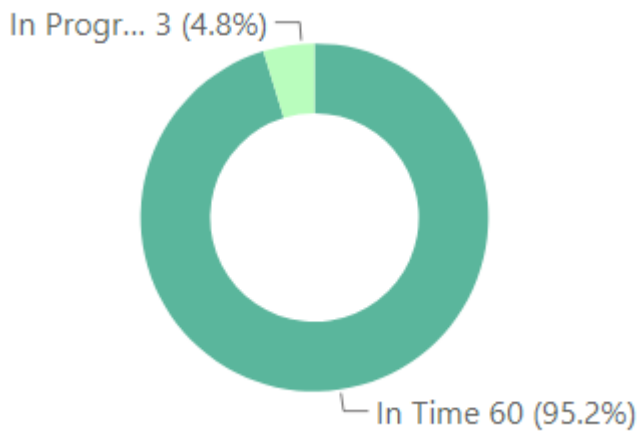


Figure 2.4.1

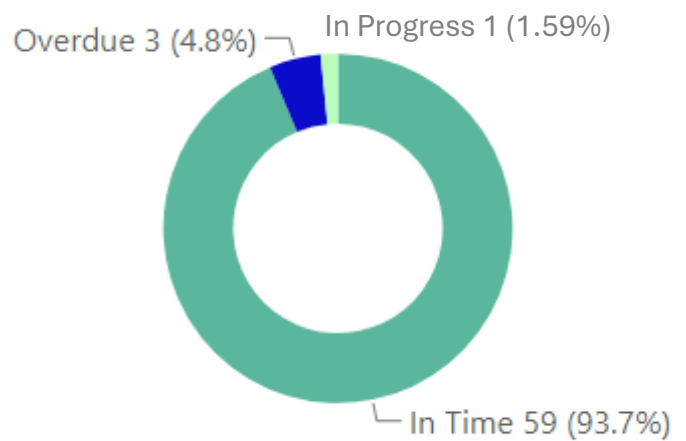


Figure 2.4.2

3. Ombudsman Complaints

Between 1 October 2025 and 31 March 2026 we received six new enquiries from the Housing Ombudsman and four from the Local Government and Social Care Ombudsman. The tables below, summarise the details of these complaints.

Three of the Housing Ombudsman complaints are waiting to be assessed. The Housing Ombudsman is experiencing a high demand for its service which mean new cases are taking up to eight months to be assessed.

The other three cases assessed by the Housing Ombudsman were returned to us to deal with as complaints.

Three of the LGSCO cases were either closed after their initial enquiries or classed as premature. Regarding the fourth one, the decision was received after 1 April 2026 and will be included in the 2026/27 Half 1 Feedback report,

Where the Ombudsman have published their decisions, the links are included in the table.

Local Government and Social Care Ombudsman Complaints

Date received	Nature of Complaint	Ombudsman Stage/Decision
27 October 2025	Incident at A4T	Closed after initial enquiries - no further action 25 013 495 - Local Government and Social Care Ombudsman
3 November 2025	Issues with how works were carried out at Council property which impacted adjoining privately owned property	Closed after initial enquiries - out of jurisdiction
24 December 2025	Visibility of licence application notice	Closed after initial enquiries - no further action 25 016 895 - Local Government and Social Care Ombudsman
15 January 2026	Code of conduct This is relating to two complaints submitted to the LGSCO	As the decision for these was made after 31 March 2026, this will be included in the 2026/27 Half One report.

Housing Ombudsman Complaints Decisions

For the financial year 2024/25, the Housing Ombudsman has published 2 decisions, both of which were upheld. New Ombudsman Complaints Between 1 April 2025 and 30 September 2025, we received eight new enquiries from the Housing Ombudsman and none from the Local Government and Social Care Ombudsman and Ombudsman. The table below, summarise the details of these complaints. Five are waiting for the Housing Ombudsman to progress and three have been closed.

Date received	Nature of Complaint	Ombudsman Stage/Decision
5 November 2025	ASB	Waiting allocation to Casework and Assessment Team
20 November 2025	Variety of issues <ul style="list-style-type: none"> - Damp and mould - Leaks - Communal area cleaning - ASB 	Closed – the Council to deal with it as a complaint.
10 December 2025	Kitchen unsuitable for needs	Presume closed – the Council to deal with it as a complaint
30 January 2026	Outstanding works following a burst pipe	Waiting allocation to Casework and Assessment Team
23 February 2026	Invoicing of utilities in a new build property	Waiting allocation to Casework and Assessment Team
25 February 2026	Repairs and damp and mould	Presume closed – the Council to deal with it as a complaint

Decisions received during Half 2

Between 1 October 2025 and 31 March 2026 we received decisions on three complaints which were received by the Ombudsman prior to 1 October 2025.

Date outcome received	Nature of Complaint	Determinations, Actions and Recommendations
29 September 2025	This complaint was regarding our response to damp and mould.	The Ombudsman determined that we had offered redress to the tenant which resolved the complaint. Newark and Sherwood District Council (202438422) - Housing Ombudsman
17 December 2025	Delays in completing works to bathroom	Service failure due to the resident being significantly impacted by the delayed bathroom work. Reasonable redress in the handling of the complaint. This issue was first raised in 2024. Since then, significant improvements have been made to the complaints process including the recruitment of a complaints coordinator to support the complaints process. Likewise, improvements have been made to the repairs service

		Newark and Sherwood District Council (202511147) - Housing Ombudsman
27 March 2026	Repairs and poor water quality.	<p>We received this enquiry from the HO in August 2024 and they issued their decision in April 2026.</p> <p>The HO publishes their decisions three months after the final decision date.</p> <p>The case was regarding repairs and poor water quality.</p> <p>The HO found maladministration in our response to the reports of brickwork repairs and reports of poor water quality,</p> <p>No maladministration in response to the complaint handling.</p> <p>Since this complaint being escalated to the Housing Ombudsman almost two years ago there have been many enhancements to our repairs and complaints service which hopefully result in such situations not arising again.</p>

The Housing Ombudsman has published its Business Plan for 2026–27, setting out how it intends to respond to increasing demand and provide faster, fairer outcomes for residents. The plan highlights the significant growth in the number of cases accepted for investigation over recent years. In 2020–21, the Ombudsman accepted 2,253 cases; by 2025–26 this had increased to more than 13,000, representing a rise of almost 500%. The Ombudsman is forecasting a further 60% increase during 2026–27.

Without further action, the Ombudsman anticipates that caseloads could exceed 21,000 by the end of 2027–28. This reflects wider pressures across the housing sector, where complaints continue to increase and where residents are more frequently escalating concerns when they remain dissatisfied with the response provided by their landlord.

In response, the Business Plan sets out a phased approach focused on three main priorities: preventing the number of open cases from continuing to grow, resolving older cases more quickly, and improving the speed at which residents receive outcomes. These priorities are intended to reduce delays within the Ombudsman’s service while supporting earlier and more effective resolution of complaints.

To support this, the Ombudsman plans to increase its caseworker capacity by almost 80 posts and invest in digital systems to improve efficiency. It will also seek to resolve less complex cases at an earlier stage, helping to reduce waiting times for residents. New casework targets have been introduced, with an expectation that 80% of cases will be resolved within 12 months and that no case will exceed 18 months. To fund these changes, the landlord membership fee will increase from £8.03 per property in 2025–26 to £9.64 in 2026–27. A further increase to £10.56 per property is proposed for 2027–28, subject to consultation.

The Annual Complaints Review explains how landlords manage housing complaints each year. It shows the issues residents raise and how landlords respond. It also highlights where services need to improve. The 2025/26 report is yet to be published at the time of writing but will be noted in future reports.

4. Suggestions and Praise

Praise

During Half 2, the Council received 121 comments of praise, reflecting positive customer experiences across a wide range of services. Praise was most frequently received for Planning Development, Customer Services, Waste and Transport, Housing and Estate Management, and Housing Maintenance and Asset Management Repairs. The feedback shows that customers particularly valued staff who were helpful, professional, responsive, empathetic and proactive, as well as services that were delivered quickly, efficiently and with clear communication.

Business unit	Praise Received
Planning Development	33
Customer Services	17
Waste & Transport	16
Housing & Estate Management BM	16
Housing Maintenance & Asset Management Repairs	15
Street Scene/Grounds Maintenance	11
Housing Maintenance & Asset Management Assets	3
ICT	2
Housing Income & Leasehold Management	2
Environmental Services	2
Housing Maintenance & Asset Management Compliance	1
Planning Development / duplicate entries recorded	3
Total	121

The praise received during Half 2 can be grouped into several clear themes:

- **Prompt and efficient service delivery:** Many customers praised teams for responding quickly to requests, including waste collections, fly-tipping removal, street cleaning, repairs, planning decisions and housing-related matters. Customers often highlighted that issues were resolved faster than expected, sometimes within the same day or within 24 hours.
- **Professionalism, helpfulness and courtesy:** A strong theme across the feedback was appreciation for staff who were polite, respectful, knowledgeable and easy to deal with. This was particularly evident in comments about Customer Services, Planning Development, Housing Repairs and Waste crews.
- **Going above and beyond:** Several compliments referred to staff taking extra steps to support customers, such as assisting vulnerable residents, returning to collect missed bins, helping customers

complete online forms, offering reassurance during stressful housing situations, or providing additional explanation and advice.

- **Clear communication and reassurance:** Customers valued staff who explained decisions clearly, kept them updated, responded promptly and helped reduce confusion or anxiety. This was especially evident in planning, housing, customer services and repairs feedback.
- **Quality of workmanship and service outcomes:** Repairs, maintenance, street scene and waste teams were praised for high-quality work, cleanliness, thoroughness, and leaving homes or public spaces in a better condition.
- **Empathy and support during difficult circumstances:** Some praise related to staff supporting residents during distressing or sensitive situations, including housing insecurity, health-related vulnerabilities, end-of-life circumstances, and challenging customer interactions. These comments show the importance of compassion and person-centred service delivery.
- **Positive relationships with external partners and applicants:** Planning Development received a high volume of praise from applicants, agents and developers who valued the team’s pragmatic, constructive and proactive approach. Several comments compared NSDC favourably with other local authorities.

Overall, the praise received in Half 2 demonstrates that customers place significant value on responsiveness, professionalism, empathy, clear communication and practical problem-solving. It also highlights strong examples of good practice across front-facing services, particularly where staff take ownership, provide reassurance and deliver timely outcomes.

Suggestions

During Half 2, 19 suggestions were received, covering a range of service areas and customer experience issues. The highest number were assigned to Customer Services, which received 7 suggestions, followed by Waste Development with 3 suggestions. The remaining suggestions were spread across Waste and Transport, Planning Development, Street Scene/Grounds Maintenance, Corporate Property, Housing Repairs, and Public Protection/CCTV/ASB. Overall, the feedback provides useful insight into how customers experience Council communications, access routes, operational service delivery, public realm maintenance and local infrastructure concerns.

Business unit	Number of suggestions
Customer Services	7
Waste Development	3
Waste & Transport	2
Planning Development	2
Street Scene/Grounds Maintenance	2
Corporate Property	1
Housing Maintenance & Asset Management Repairs	1

Public Protection/CCTV/ASB	1
Total	19

The suggestions can be grouped into several broad themes:

- **Communication, accessibility and inclusive contact methods:** Some feedback highlighted the need to make Council communications clearer and more accessible, particularly for residents who may struggle to read or write. Suggestions included using telephone contact where appropriate and improving how important letters are presented so they are not mistaken for junk mail.
- **Waste and recycling information:** A recurring theme was the clarity and usability of recycling information. Customers queried recycling letters, sticker wording, collection calendars, and the acceptability of shredded paper. This suggests an opportunity to review the wording, visibility and consistency of waste communications to reduce confusion and avoid avoidable contact.
- **Service frequency and operational improvements:** Some suggestions related to how services are delivered, including requests for more frequent glass collections, recycling bins in the town centre, improved bulky or bin collection arrangements, and better management of vehicle movements where Council vehicles are damaging grassed areas.
- **Public realm, highways and safety concerns:** Several suggestions focused on local environmental quality and safety, including railings, parking visibility, speeding, drain covers, dead trees, pavements, and town centre recycling facilities. While some issues may sit partly outside District Council responsibility, they reflect customer concern about the condition, safety and appearance of local places.
- **Digital access and process improvement:** Feedback about the non-emergency repairs reporting route and quarterly paper-based lottery returns suggests customers are looking for simpler, more efficient and more environmentally friendly ways to interact with the Council.
- **Policy or regulatory change requests:** A small number of suggestions related to wider policy issues, including blue badge parking arrangements and controls around fireworks. These may require further consideration because they involve policy, enforcement powers or responsibilities shared with other organisations.

Overall, the suggestions show that customers are using the feedback route to propose practical improvements to Council services, communication and local environments. The strongest themes relate to clearer communication, easier access to services, improved recycling guidance, environmental/public realm improvements, and concerns about local safety and infrastructure.

5. Satisfaction with Complaints Handling

This section of the report details our review of all complaints, excluding Housing related complaints, closed from October 2025 to March 2026. The process involves identifying appropriate complaints to review with the customer, the object of the contact being as follows:

1. to establish the customer's satisfaction with the complaint outcome and process;
2. to address any outstanding actions or new issues for the customer;
3. to gather learning for continuous improvement.

Complaints closed October 2025 to March 2026 inclusive: selected for review

Service	Contact made with customer
Council Tax	5
Corporate Property	3
Legal	1
Licensing	2
Public Protection	1
Street Scene	2
Waste Development	2
Waste & Recycling	27
Total	43
For comparison, during 2025 - 2026	29

Satisfaction with complaint outcome and process

Outcome		Process	
Satisfied	23	Satisfied	20
Partly satisfied	9	Dissatisfied	9
Dissatisfied	9	Couldn't recall	4
Unknown/NA*	2	No comment	10
Total	43		43

* Noise monitoring equipment being requested was no longer required; customer was unaware of outcome because response letter wasn't received.

Actions completed for customers because of the review

Follow-up action	No.
Resent response letter	3
Progressed the complaint to Stage 2	1
Investigated/confirmed further information to customer	3
Provided information during the review call	1
Progressed actions for customer	4
Progressed actions for customer/call back re progress	5
Circulated concerns/suggestions from customer	10
Total	27

Feedback from reviews

Customers consistently acknowledge their appreciation for the review call, even if they are unhappy with the complaint outcome and/or process.

- “In this day and age of dwindling customer service it’s appreciated to get a call from someone asking if they can do more to help.”
- “Thank you for caring and taking it seriously.”

The review also highlighted positive feedback for officers who handle the complaints. Some excerpts have been included below:

- Transactional Finance: ‘He was incredible.’
- Council Tax: ‘She was fantastic.’
- Street Scene: ‘Once he was on the case, all went well.’
- Customer Services: ‘The advisor was excellent.’
- Waste & Recycling: ‘He couldn’t apologise enough.’
- Corporate Property: ‘He went over and beyond to deal with it.’

Housing Complaints Satisfaction

Satisfaction with housing complaints is measured through a separate process from the wider complaints review activity set out above. Housing complaint satisfaction surveys are carried out by an external contractor to provide independent feedback on customers’ experiences of the complaints process. Contact is attempted with all complainants, except where a customer has opted out of being contacted for survey purposes. To support response rates, particularly where overall volumes are relatively low, the contractor will make up to two attempts to contact each customer before closing the survey attempt.

The surveys are completed by telephone and ask customers a series of questions about key aspects of complaint handling, including the timeliness of the response, the attitude and helpfulness of staff, and satisfaction with the final outcome. This helps to provide a more rounded view of the customer experience and supports learning about what is working well and where further improvements may be required.

For the period October - March 2026 satisfaction rates recorded were 66% for handling of complaints and 64% for overall satisfaction with complaints. This is a year-to-date accumulative figure so applies for the whole year as well as the 6 monthly position.