

BCH Complaint Report

Quarter 1 – 2025/26

**Blackpool Coastal Housing (On behalf of the landlord Blackpool Council)
Quarter 1 Complaint Performance 2025/26**

This report covers complaints received or actioned by Blackpool Coastal Housing from 1st April 2025 to 20th June 2025.

Complaints Opened within period

The table below shows all new complaints opened within the period. This includes complaints from tenants, leaseholders and private residents.

	Q1 2025/26	Q1 2023/24
Stage 1	31	39
Stage 2	8	9
Housing Ombudsman Determinations	0	0
TSM Complaints per 1000 properties (excludes Private)	8.13	9.99
TSM Stage 1 complaints per 1000 properties	6.46	8.12
TSM Stage 2 complaints per 1000 properties	1.67	1.87

There has been a decrease in the number of complaints received compared to Q1 in the last period.

The number of Stage 2's per 1000 properties has decreased from 1.46 to 1.04 for the same period, however there were less Stage 1's.

79% of complaints were resolved at Stage 1, meaning the escalation rate to Stage 2 is 21%. This is up 2% from the same period 24/25.

Whilst there have been no Housing Ombudsman Determinations within the period, an evidence request was submitted so we are awaiting a determination. The case is in relation to Damp & Mould and mice.

Complaint Performance

The tables below show the timescales for acknowledging and responding to Stage 1 and Stage 2 complaints within Housing Ombudsman complaint handling code and Tenant Satisfaction Measures (TSMs.)

Stage 1

	Q1 2025/26	Q1 2023/24
Acknowledged within 5 days	100%	100%
Completed within Time	31	41
TSM: Stage 1 Completed within timescales	100%	100%
Stage 1 Extended	7	4

Stage 2

	Q1 2025/26	Q1 2023/24
Acknowledged within 5 days	100%	100%
Completed within Time	8	9
TSM: Stage 2 Completed within timescales	100%	100%
Stage 2 Extended	3	3

The TSM for Stage 1 and 2 responses being acknowledged and completed within Housing Ombudsman Code timescales remains at 100% from the previous period.

Refused Complaints

There has been one complaint refused within the period. This is because the complaint had already been through the BCH complaint process and a final Stage 2 response had been issued.

Complaint Category by area

Data taken from Stage 1 and Stage 2 complaints closed within the period.

Stage 1:

Service	Upheld	Not Upheld	Partially Upheld	Escalated - Upheld	Escalated - Partially Upheld	Escalated - Not Upheld	Total Received at Stage 1	Total Upheld or Partially Upheld at Stage 1
5AM Cleaning	0	1	0	0	0	0	1	0
Adaptations	0	0	1	0	0	0	1	1
Assets	0	0	0	0	1	1	2	1
Care and Repair	0	1	0	0	0	0	1	0
Compliance	0	2	0	0	0	0	2	0
Homeownership	1	0	1	0	1	0	3	3
Hotline	2	0	2	0	0	0	4	4
Neighbourhoods	1	1	0	0	0	0	2	1
Rents	0	1	0	0	0	0	1	0
Resilience Housing - Sheltered	1	1	0	0	0	0	2	1
Responsive Repairs	6	3	0	0	0	0	9	6
Vitaline	0	0	0	1	0	0	1	1
Total	11	10	4	1	2	0		

In the Quarter, 18 complaints (64%) were upheld or partially upheld at Stage 1.

Stage 2:

9 complaints were closed at Stage 2 in the Quarter.

Service	Upheld	Not Upheld	Partially Upheld
ASB	0	1	1
Adaptations	0	1	0
Assets	1	0	1
Compliance	0	1	0
Homeownership	0	0	1
Responsive Repairs	0	1	0
Vitaline	1	0	0
Total	2	4	3

5 complaints (56%) were upheld or partially upheld at Stage 2. No complaints closed in the quarter have escalated to the Housing Ombudsman to date.

The table below shows the upheld status of these cases at Stage 1 in comparison to Stage 2. 7 complaints (78%) had the same outcome at Stage 2 as they did at Stage 1.

Service	Stage 1	Stage 2
Adaptations	Not Upheld	Not Upheld
ASB 1	Not Upheld	Not Upheld
ASB 2	Partially Upheld	Partially Upheld
Assets 1	Not Upheld	Partially Upheld
Assets 2	Partially Upheld	Upheld
Compliance	Not Upheld	Not Upheld
Homeownership	Partially Upheld	Partially Upheld

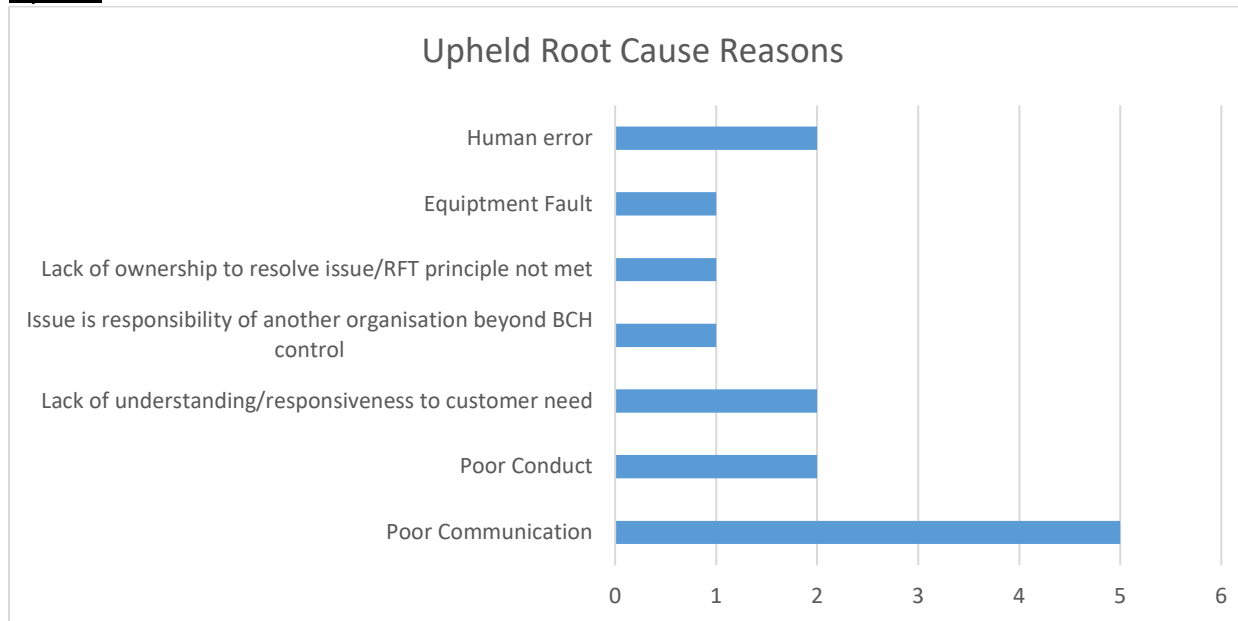
Repairs	Not Upheld	Not Upheld
Vitaline	Upheld	Upheld

Complaint Root Causes

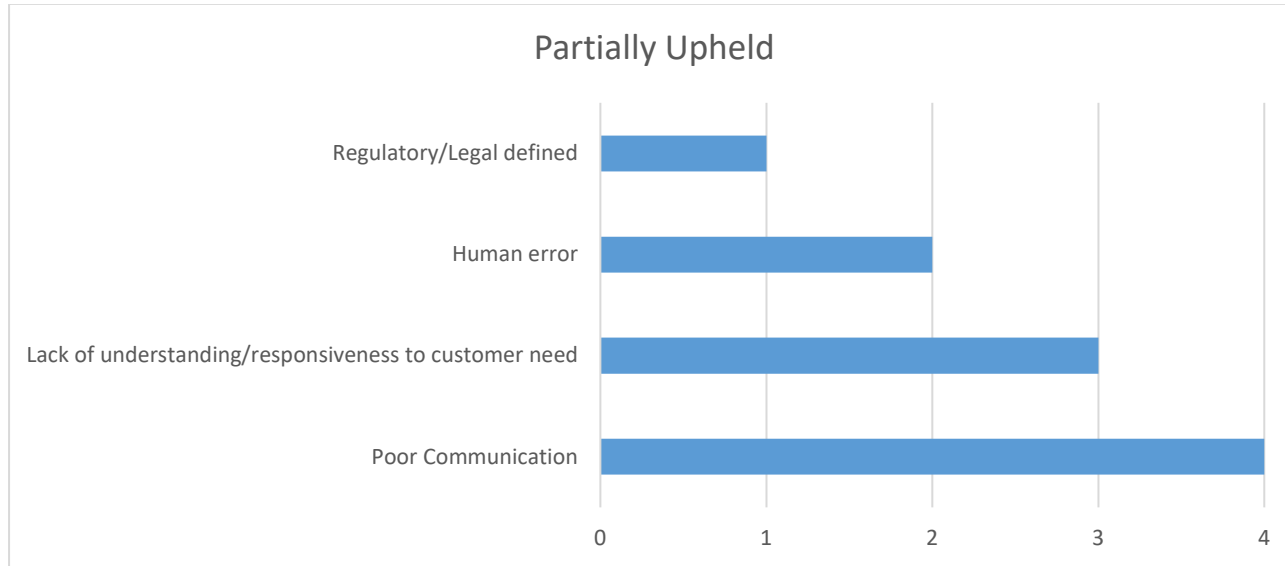
Data taken from Stage 1 and Stage 2 complaints closed within the period. A complaint may have more than one recorded root cause.

The charts below show the number of root causes recorded across all complaints, broken down by upheld/partially upheld and not upheld status:

Upheld



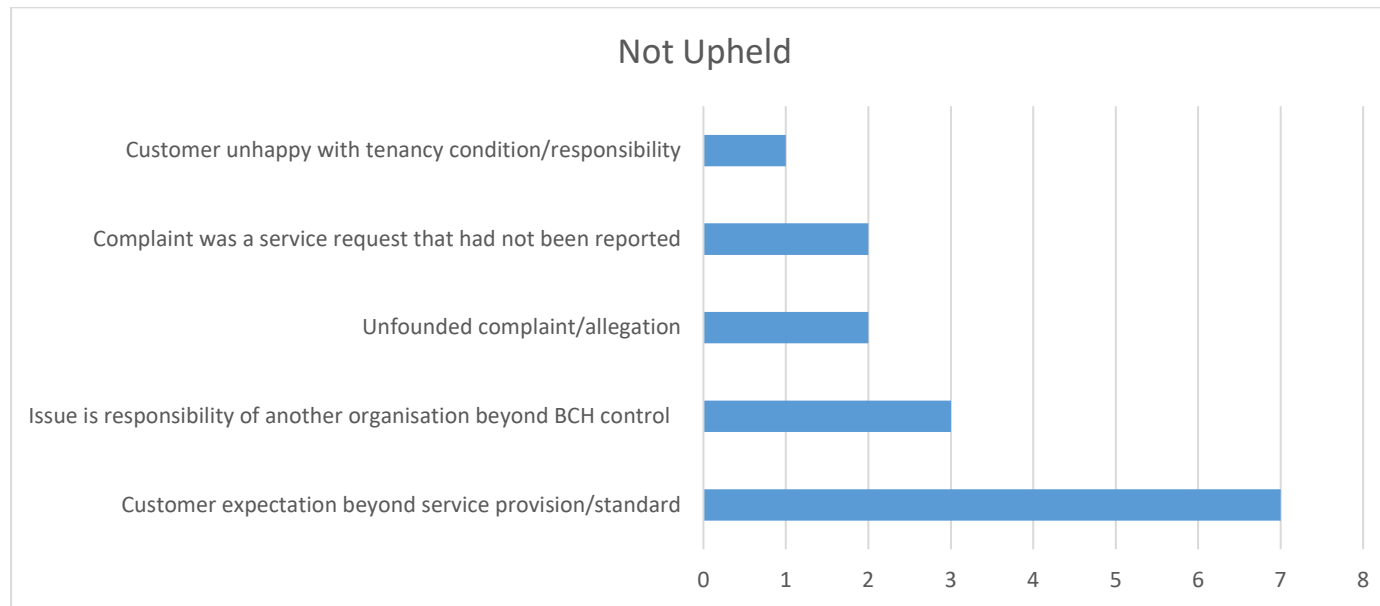
Partially Upheld:



The main root cause for both upheld and partially upheld complaints is poor communication. Lack of responsiveness to customer need was also the root cause of 5 complaints.

Improvements are ongoing and a CRM system is being introduced that will support communication and customer need, along with the current customer profiling exercise to understand our customer's needs.

Not upheld:



The main theme for complaints not upheld was that expectations were beyond service provision and/or standards. Whilst the complaints aren't upheld, evaluations should still continue to review if actions can be taken to manage this and additional customer communications to be considered.

The complaints that were service requests could have been picked up before being logged as a complaint. The Involvement and Communications Team Manager or Team Leader now reviews all complaint requests before they are logged. Whilst this may reduce service requests being logged as complaints, it is not always apparent at the time the complaint is raised so there may be instances where this outcome is only known once the manager has investigated the complaint.

Complaint Outcomes/learning

Data taken from Stage 1 and Stage 2 complaints closed within the period. A complaint may have more than one recorded outcome.

Stage 1:

Service	Upheld	Not Upheld	Partially Upheld
Apology Provided	10	1	4
Change to Process / Policy / Procedure	2	0	1
Compensation Awarded	0	1	0
Explanation Provided	1	8	0
Individual / Team Discussion	7	0	1
Individual / Staff Training	0	0	0
Mediation Offered	0	0	0
Remedial Service	0	1	0
Remedial Works	0	0	0
Repairs Completed	3	1	0
Total	23	12	6

Stage 2:

Service	Upheld	Not Upheld	Partially Upheld
Apology Provided	2	0	3
Change to Process / Policy / Procedure	1	0	3
Compensation Awarded	2	0	0
Explanation Provided	0	5	0

Individual / Team Discussion	0	0	1
Remedial Service	0	1	0
Total	5	6	7

Below are details noted in the evaluation as specific lessons learnt:

Adaptations:

- Complaint learning fed back at Team Meeting and process changed in relation to assessment recommendations and customer communication

Assets:

- Process changed to ensure that resident circumstances and vulnerabilities are taken into account when making decisions around fencing

Repairs and Maintenance:

- Discussion with staff regarding communication expectations
- Discussion and reiterated the process regarding raising jobs and detailing notes
- Standards and behaviour expectations reiterated and monitored
- Process regarding scaffolding and customer contact discussed and reiterated to contractor and monitored at contact meetings
- Additional Repairs Inspector resource sourced to support with post inspections

Customer Voice – Complaint Transactional Surveys:

Upon complaint closure, a satisfaction survey is sent. Within Q1, 9 satisfaction surveys were received. This represents a 41% return rate.

The results from the surveys received are summarised below:

How did you make your complaint?

All 9 respondents answered this question

Response	Number	Percentage
Email	5	56%
Telephone	4	44%

How easy was it to contact us to make a complaint?

All 9 respondents answered this question

Response	Number	Percentage
Very Easy	5	56%
Fairly Easy	2	22%
Neither Easy nor Difficult	1	11%
Fairly Difficult	1	11%
Very Difficult	0	0%

Excluding the respondents who responded neither, 88% found it very or fairly easy. .

The respondent who stated that they found it fairly difficult made their complaint via the telephone. Their reason for given for the difficulty was that they had only just moved in and had to find the telephone number.

Was the information provided clear and concise?

All 9 respondents answered this question

Response	Number	Percentage
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Strongly Agree	3	33%
Agree	3	33%
Neither agree nor disagree	2	22%
Disagree	1	11%
Strongly Disagree	0	0%

Excluding the respondents who noted neither, 86% of respondents agreed information provided was clear and concise. The responded who answered that they did not agree stated that they found the explanation to be unsatisfactory but did not provide further detail.

Did you receive personal contact (i.e. a phone call or visit) from the Investigating Manager at Stage 1 of your complaint?

All 9 respondents answered this question

Response	Number	Percentage
Yes	4	44%
No	5	56%

In this Quarter, the overall satisfaction rates do not show a pattern of increased satisfaction where a personal contact was made or increased dissatisfaction where a personal contact was not made.

Overall, how satisfied or dissatisfied are you with the way your complaint case was handled by BCH?

All 9 respondents answered this question

Response	Number	Percentage
Very Satisfied	3	33%
Fairly Satisfied	3	33%
Neither satisfied nor dissatisfied	1	11%

Fairly dissatisfied	0	0%
Very dissatisfied	2	22%

Excluding the respondents who noted neither, 75% of respondents were satisfied with how their complaint was handled overall and 25% of respondents were dissatisfied.

Of the two respondents who were very dissatisfied, one stated that that how they had been made to feel hadn't been taken into account and the other stated that BCH never uphold complaints and they were unhappy that thy had no personal contact and just received a letter.

Learning: Personal contact at Stage 1 is being reinforced to managers and also monitored by Heads of Service and Directors as part of the evaluation process.