

**Blackpool Coastal Housing (On behalf of the landlord Blackpool Council)
Quarter 2 Complaint Performance 2025/26**

This report covers complaints received or actioned by Blackpool Coastal Housing from 1st April 2025 to 30th September 2025. Data is taken from Q2 (July-September) and also includes cumulative year to date figures where indicated.

Complaints Opened within period

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

	Q2 2025/26	Q2 2023/24	Cumulative to date (April-Sept 25)
Stage 1 (Tenant, Leasehold and Private)	36	44 (- 8)	67
Stage 2 (Tenant, Leasehold and Private)	9	8 (+1)	17
Housing Ombudsman Determinations	0	0	0
TSM Complaints per 1000 properties (excludes Private)	17.81	21.00	17.81
TSM Stage 1 complaints per 1000 properties	14.04	17.26	14.04
TSM Stage 2 complaints per 1000 properties	3.56	3.74	3.56

All complaints:

There has been a decrease of 8 Stage 1 complaints received in Q2 25/26 compared to Q2 in 24/25 and a decrease of 4 from the last quarter (April-June)

80% of complaints (including private) were resolved at Stage 1, meaning the escalation rate to Stage 2 is 20%. This is up 5% from the same period 24/25.

Excludes private (TSM)

The number of Stage 1's per 1000 properties has decreased by 3.22 from the same time last year and the number of Stage 2's has decreased by 0.18.

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 ASB issues and concerns about staff conduct.

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

	Q2 2025/26	Q2 2023/24	Cumulative to date (April-Sept 25)
Acknowledged within 5 days	100.00%	100%	100%
Completed within Time	35	45	71
TSM: Stage 1 Completed within timescales	97.22%	100%	98.48%
Stage 1 Extended	12	6	22

Stage 2

	Q1 2025/26	Q2 2023/24	Cumulative to date (April-Sept 25)
Acknowledged within 5 days	100%	100%	100%
Completed within Time	12	8	20
TSM: Stage 2 Completed within timescales	100%	100%	
Stage 2 Extended	1	1	5

The TSM for Stage 1 and 2 responses being acknowledged in time remains 100% and Stage 2 responses remain at 100%. Whilst Stage 1 responses. This is due to the slippage of one Stage 1 complaint, where an extension letter had been sent a day late in Q2. This was an administrative error that has been addressed.

Refused Complaints

There have been no complaints refused within Q2.

Complaint Category by area

Data taken from Stage 1 and Stage 2 complaints closed within the Q2 period. (Includes private complaints)
A complaint may have more than one category.

Stage 1:

Service	Total	Upheld and closed at Stage 1	Not Upheld and closed at Stage 1	Partially Upheld and closed at Stage 1	Escalated to Stage 2 - Upheld at Stage 1	Escalated to Stage 2 - Partially Upheld at Stage 1	Escalated to Stage 2 - Not Upheld at Stage 1
Responsive Repairs	13	8	5	0	0	0	0
Hotline	8	5	1	2	0	0	0

Neighbourhoods	6	1	2	0	2	1	0
Assets	4	0	2	1	0	1	0
Homeownership / Leasehold	3	1	0	1	0	1	0
Rents	3	1	1	0	0	1	0
Resilience Housing - Sheltered	3	2	1	0	0	0	0
Contractor	3	0	2	0	1	0	0
Adaptations	2	1	0	1	0	0	0
Choice Based Lettings	2	0	1	1	0	0	0
Compliance	2	0	2	0	0	0	0
BCH Corporate	1	0	1	0	0	0	0
Care and Repair	1	0	1	0	0	0	0
Involvement & Communications	1	0	0	1	0	0	0
Senior Management Team	1	0	0	1	0	0	0
Total	53	19	19	8	3	4	0

In the Quarter, 34 complaints (64%) were upheld or partially upheld at Stage 1. The 7 complaints that escalated to Stage 2 were all either upheld or partially upheld at Stage 1.

Stage 2:

Service	Total Closed at Stage 2	Upheld at Stage 2	Not Upheld at Stage 2	Partially Upheld at Stage 2
Neighbourhoods	5	1	3	1
Responsive Repairs	5	2	2	1
Assets	2	2	0	0
Compliance	2	0	2	0

Contractor	3	1	0	2
Adaptations	1	0	1	0
Choice Based Lettings	1	0	1	0
Rents	1	0	0	1
Total	20	6	9	5

20 complaints closed at Stage 2 in the quarter. 11 complaints (55%) were upheld or partially upheld at Stage 2. No complaints closed in the quarter have escalated to the Housing Ombudsman to date.

Of the 20 complaints closed at Stage 2, 16 (80%) had the same outcome at Stage 2 as they did at stage 1. The complaints that had different outcomes at Stage 2 are outlined below:

Service	Stage 1	Stage 2	Detail
Assets	Not Upheld	Partially Upheld	Complaint was about S20 works. Not upheld at S1 as process had been explained. Partially upheld at Stage 2 as it was identified pointing had not been up to standard and a breakdown of costs had not been supplied when requested.
Repairs	Not Upheld	Upheld	Complaint was about damp & mould. Not upheld at Stage on as it was concluded that D&M had been addressed. Upheld at Stage 2 as it was established that a contractor had conducted a previous inspection and failed to identify the damp and pointing works had not been sufficiently completed.
Voids	Not Upheld	Upheld	Complaint about condition of worktops. Not upheld at Stage 1 as it was considered that they met the Empty Homes Standard. Upheld at Stage 2 as

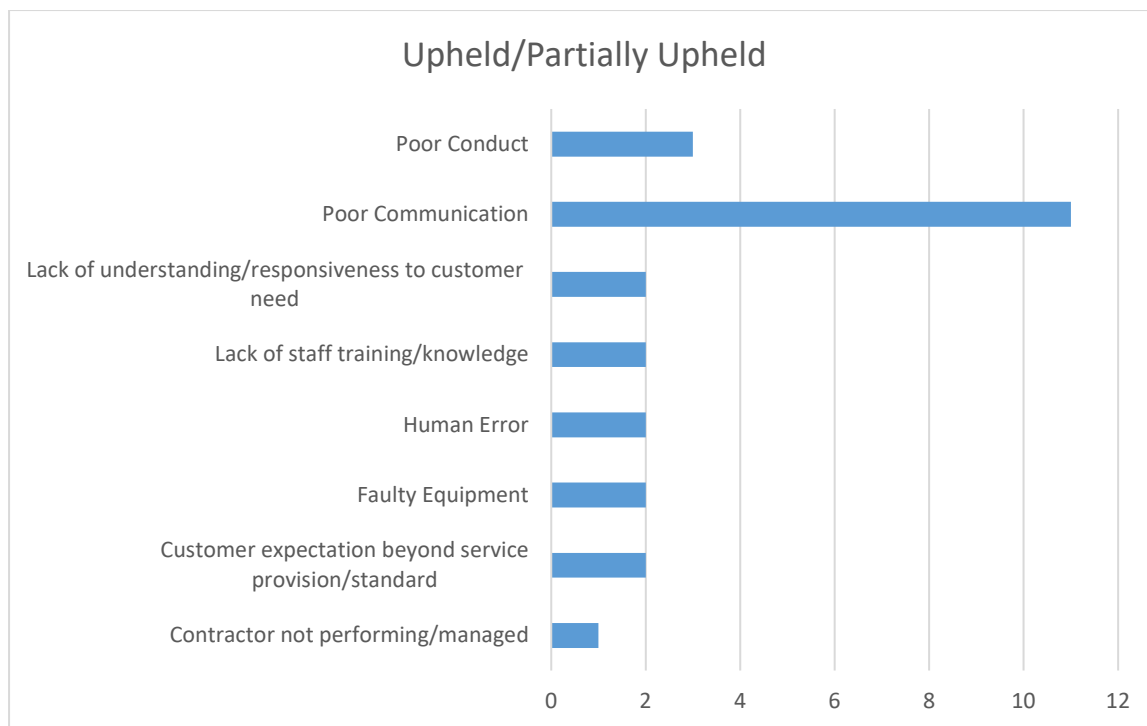
			a visit conducted and established that the worktops did not meet the standard.
Repairs	Not Upheld	Partially Upheld	Complaint about delays to flooring being fitted. Not upheld at Stage 1 as it was concluded that BCH had acted reasonably. Partially upheld at Stage 2 as there was a mix up with appointments and the contractor had not made contact within a reasonable time.

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.

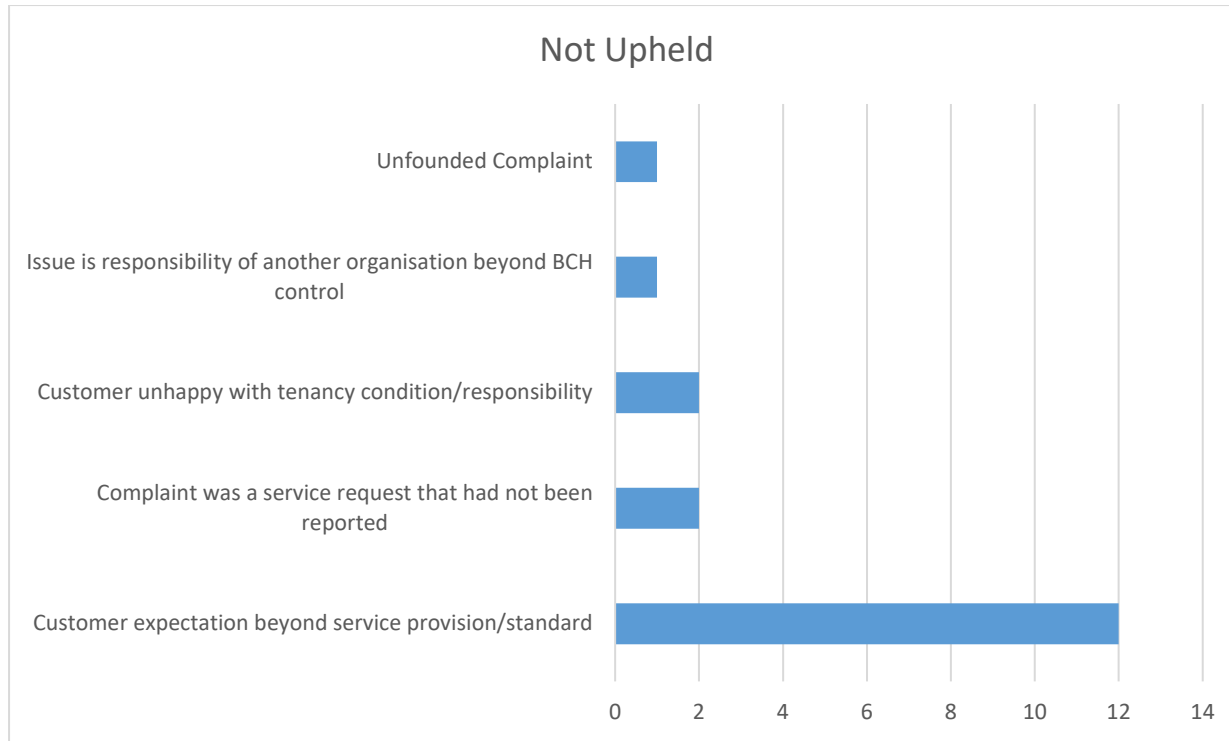
The charts below show the number of root causes recorded across all complaints, broken down by upheld/partially upheld and not upheld status:

Upheld/Partially Upheld



The main root cause for both upheld and partially upheld complaints remains as poor communication. The 11 cases of poor communication took place across seven service areas and there was not a main service area in which poor communication was notably higher. The 3 instances of poor staff conduct took place within the Repairs Hotline (2) and Sheltered Housing (1).

Not upheld:



The main theme for complaints not upheld was that expectations were beyond service provision and/or standards. This occurred across 9 service areas, with Responsive Repairs having the most occurrences (33%).

Whilst the complaints aren't upheld, managers should review if actions can be taken to manage this and additional customer communications or additional explanations to be considered to better manage expectations and awareness of service standards.

[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.

Resolution/Outcome	Total
Apology Provided	30
Explanation Provided	27
Individual / Team Discussion	14
Repairs Completed	5
Change to Process / Policy / Procedure	3
Remedial Service	2
Compensation Awarded	1

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

Adaptations:

- Common fault found with certain component and a fix has been applied by the manufacturer and this has been shared with contractors to prevent the issue reoccurring.

Assets:

- Team discussion around communicating works being done

Corporate:

- Staff communications and guidance produced for staff involved in collecting Profiling Data the data to ensure that the reasons we are asking for the information and the options of 'prefer not to say' continue to be explained.

Rents

- Staff communications arranged to reiterate the Advocacy Policy
- Updates to the information available to customers regarding service charges and why they are charged.
- Individual discussion around checking account information
- Staff training arranged

Repairs and Maintenance:

- Several individual discussions around staff conduct and associated action taken

Voids

- Discussion with inspectors and guidance given around checking items in properties.

Customer Voice – Complaint Transactional Surveys:

Upon complaint closure, a satisfaction survey is sent to. 6 satisfaction surveys were received and this represents a 25% return rate.

The results from the surveys received are summarised below:

How did you make your complaint?

All 6 respondents answered this question

Response	Number	Percentage
Email	1	17%
Telephone	4	66%
In Person	1	17%

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

All 9 respondents answered this question

Response	Number	Percentage
Very Easy	4	66%
Fairly Easy	2	34%
Neither Easy nor Difficult	0	0%
Fairly Difficult	0	0%
Very Difficult	0	0%

100% of respondents found it very or fairly easy to make a complaint.

Was the information provided clear and concise?

All 6 respondents answered this question

Response	Number	Percentage
Strongly Agree	3	50%
Agree	2	33%
Neither agree nor disagree	0	0%
Disagree	0	0%
Strongly Disagree	1	17%

83% of respondents agreed that the information provided was clear and concise. The respondent who answered that they strongly disagreed was unhappy that they had not been invited to a meeting. The meeting invite had been sent and we have been in contact with the respondent.

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

All 6 respondents answered this question

Response	Number	Percentage
Yes	5	83%
No	1	17%

The Stage 1 contact rate has increased by 39% from the last Quarter. Managers have been advised that a personal contact must be made at Stage 1 and the Complaint Policy is being amended to reflect this.

The respondent with no personal contact made their Stage 1 complaint some months ago and it only escalated to Stage 2 this quarter. At the time the Stage 1 was investigated, there was no process in place for Stage 1 personal contact.

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

All 6 respondents answered this question

Response	Number	Percentage
Very Satisfied	3	50%
Fairly Satisfied	2	33%
Neither satisfied nor dissatisfied	0	0%
Fairly dissatisfied	0	0%
Very dissatisfied	1	17%

83% of respondents were satisfied with how their complaint was handled overall.

The respondent who was very dissatisfied noted they were unhappy with the explanation around health & safety and expressed frustration with the responsibility of another organisation.