

**Blackpool Coastal Housing (On behalf of the landlord Blackpool Council)  
Quarter 3 Complaint Performance 2025/26**

**Date of Report:** 30<sup>th</sup> January 2026

**Author:** Suzanne Tomlinson, Involvement & Communications Manager

This report covers complaints received or actioned by Blackpool Coastal Housing within Q3 (October - December) and also includes cumulative year to date figures where indicated.

**Complaint Policy**

Following an Internal Audit conducted by Blackpool Council of the BCH Complaint Process a recommendation was made to amend the Complaint Policy to include reference to a personal contact from a manager at Stage 1. This was also recommended by the BCH Customer Complaint Panel.

Whilst amending the policy, other draft changes were noted by the Involvement & Communications Manager to provide clarification on recharge disputes, Subject Access Requests and personnel who may review Stage 2 complaints.

**Complaint Audit Recommendations/tracker**

Below are the recommendations following the Internal Audit. The full audit report will be reviewed at Audit Committee.

	<b>Recommendation</b>
1	The requirement to make personal contact should be reflected in the BCH Complaint Policy and Procedure document.
2	Lessons learned from previously closed complaints should factor into the ongoing approach to help maintain the momentum already achieved in ensuring a consistent approach towards complaint handling.
3	Additional narrative regarding the importance of effective complaint handling in line with the requirements of the Housing Ombudsman's Complaint Handling Code should be included in the BCH Strategic Risk Register.

4	The role of the Complaints Champion should be formally agreed in order to ensure that responsibilities of the role are transparent and understood.
5	Consideration should be given to recording complaint related detail on a tracker so that any identified areas of concern can be drawn to the attention of the Board members effectively. This is particularly important when potential thematic or systemic issues are identified or suspected.

### Complaints opened within period

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

	Q3 2025/26	Q2 2025/26	Cumulative to date
Stage 1 (Tenant, Leasehold and Private)	32	36 (- 4)	99
Stage 2 (Tenant, Leasehold and Private)	5	9 (-4)	22
Housing Ombudsman Determinations	2	0	3
<b>TSM Complaints per 1000 properties (excludes Private)</b>	<b>8.17</b>	<b>9.64</b>	<b>25.98</b>
<b>TSM Stage 1 complaints per 1000 properties</b>	<b>6.71</b>	<b>7.54</b>	<b>20.75</b>
<b>TSM Stage 2 complaints per 1000 properties</b>	<b>1.05</b>	<b>1.89</b>	<b>4.61</b>

### **All complaints:**

There has been a decrease of 4 Stage 1 complaints and a decrease of 4 Stage 2 complaints compared to the last quarter.

In Q3 86% of complaints (including private) were resolved at Stage 1, meaning the escalation rate to Stage 2 is 14%. This is down 6% from the last quarter.

Year to date 82% of complaints have been resolved at Stage 1.

## **Excludes private (TSM)**

The number of Stage 1's per 1000 properties has decreased by 1.47 from the previous quarter and the number of Stage 2's has decreased by 0.84.

## **Housing Ombudsman Cases**

One case was determined by the Housing Ombudsman within the quarter and one case was not investigated and formal response received.

The case not investigated was regarding our response to the concerns raised around the conduct of a Housing Officer in relation to a historic ASB case. The Housing Ombudsman determined that they would not investigate as it was outside their jurisdiction for the following reasons:

- Our scheme rules say we will not investigate complaints if the landlord was not told about the issue within a reasonable time. Normally, this means within 12 months of when it happened.
- This complaint relates to matters from 2018 and 2022, but a complaint was not raised until July 2024, more than 12 months later. The resident knew about the issues at the time, and there is no evidence that he was prevented from complaining sooner. For that reason, we have decided not to investigate the landlord's response to his concerns about staff conduct.

The second case was determined in relation to reports of overcrowding, damp and mould, cracks in the walls and pest infestation and the following findings were made:

- a. the resident's complaint about the landlord's handling of his reports of overcrowding is outside our jurisdiction
- b. there was maladministration in the landlord's handling of damp and mould
- c. there was no maladministration in the landlord's handling of cracks in the internal walls
- d. there was service failure in the landlord's handling of the resident's reports of pest infestations
- e. there was no maladministration in the landlord's handling of the resident's complaint.

Orders were made to apologise to the resident in writing for the failures noted and to pay the resident £400 compensation for the distress and inconvenience caused by our handling of damp and mould and the resident's report of ants. Both orders were complied with and evidence of compliance provided to the Housing Ombudsman. Aside from the orders, a recommendation was also made that the resident was provided with our liability insurers details for them to make a claim for damaged belongings, should they wish to. These details were provided to the resident by email.

Since this complaint was brought to our attention we have amended our Damp and Mould Policy to ensure that timescales for damp remediation works, and keeping the resident informed, are in line with those contained in Awaab's Law. There were access issues to deal with during these works, and typically after three failed attempts a repair job is cancelled, with the resident requested to contact BCH and re-order the works if still required. This is now not the case for works relating to damp and mould jobs. We will continue to try and access the property. If these processes had been in place prior to the complaint, we would no doubt have dealt with the complaint better than we did.

Two Housing Ombudsman evidence requests were received in the quarter and we are awaiting determination following submitting the information. One case is in relation to a toilet repair and the other is in relation to a shed belonging to a leaseholder that was bricked up before they purchased the lease and communication issues.

### 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

Stage 1	Q3	Cumulative to date
Acknowledged within 5 days	100.00%	100.00%
<b>TSM: Stage 1 Completed within 10 working days</b>	<b>100.00%</b>	<b>98.97%</b>
% with extensions	32.35%	30.30%

#### Stage 2

Stage 2	Q3	Cumulative to date
Acknowledged within 5 days	100.00%	100.00%
<b>TSM: Stage 2 completed within 20 working days</b>	<b>100.00%</b>	<b>100.00%</b>

% with extensions	25.00%	39.13%
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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 are at 100% within the quarter, the year to date percentage is 98.97%. 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.

### Refused Complaints

There have been no complaints refused within Q3.

### Complaint Category by area

Data taken from Stage 1 and Stage 2 complaints closed within the Q3 period. (Includes private complaints)  
A complaint may come under more than one category.

#### Stage 1:

Q3	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	Total upheld or partially upheld at stage 1	% upheld or partially upheld at stage 1	% escalated to stage 2
Responsive Repairs	6	2	3	1	0	0	0	3	50.00%	0.00%
Neighbourhoods	5	0	1	1	0	2	1	3	60.00%	60.00%
Choice Based Lettings	3	1	0	1	0	0	1	2	66.67%	33.33%
Assets	2	1	0	1	0	0	0	2	100.00%	0.00%

Rents	2	0	1	0	0	0	1	0	0.00%	50.00%
Resilience Housing - Sheltered	2	2	0	0	0	0	0	2	100.00%	0.00%
Contractor	1	0	0	0	0	0	1	0	0.00%	100.00%
Care and Repair	1	0	0	1	0	0	0	1	100.00%	0.00%
Hotline	1	0	0	0	1	0	0	0	100.00%	100.00%

In the Quarter, 13 complaints (56%) were upheld or partially upheld at Stage 1. Of the 7 complaints that escalated to Stage 2, 43% were upheld or partially upheld at Stage 1.

### Stage 2:

Q3	Total	Upheld at Stage 2	Not Upheld at Stage 2	Partially Upheld at Stage 2	Escalated	Total	Total upheld or partially upheld at stage 2	% upheld or partially upheld at stage 2
Neighbourhoods	4	2	0	2	0	4	4	100.00%

Four complaints closed at Stage 2 in the quarter. All 4 complaints (100%) were upheld or partially upheld at Stage 2. No complaints closed in the quarter have escalated to the Housing Ombudsman to date.

Of the 4 complaints closed at Stage 2, 75% (3) had the same outcome at Stage 2 as they did at stage 1. The complaint that had a different outcome at Stage 2 is outlined below:

Service	Stage 1	Stage 2	Detail
Neighbourhoods	Not Upheld	Partially Upheld	Complaint about management of ASB case and the service of a CPW. Not upheld at Stage 1 as the case had been managed in line with policy. Partially upheld at Stage 2 as it was agreed that whilst the CPW had been issued by Blackpool Council, it had been counter signed as served by the Neighbourhood Officer which could be ambiguous.

### 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.

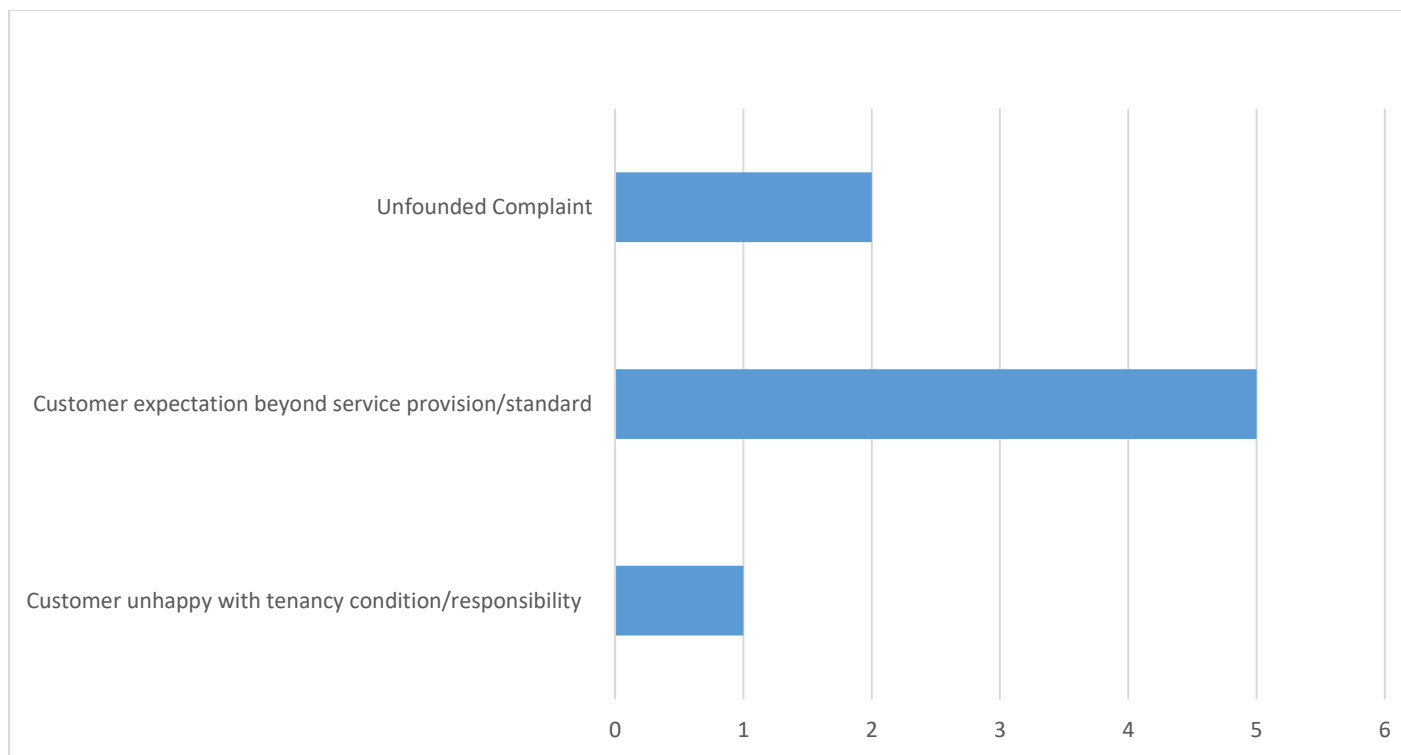
The charts below show the number of root causes recorded across all complaints, broken down by upheld/partially upheld and not upheld status:

#### Upheld/Partially Upheld



The main root cause for both upheld and partially upheld complaints remains as poor communication. The 5 cases of poor communication took place across four service areas, with two in Repairs. Human error was the cause of 3 complaints, Neighbourhoods (2) and Care & Repair (1). The 2 instances of poor conduct were within Sheltered Housing

Not upheld:



The main theme for complaints not upheld was that expectations were beyond service provision and/or standards. This occurred across 3 service areas, with Responsive Repairs and Neighbourhoods having the most occurrences.

### Complaint Outcomes

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

Outcome	
Apology Provided	12
Individual / Team Discussion	9

Explanation Provided	8
Compensation Awarded	3
Goodwill Gesture Made	2
Remedial Service	1
Mediation Offered	1
Staff Training	1

### Compensation Spend

Q1 spend	£905
Q2 spend	£495
Q3 spend	£650
<b>Total</b>	<b>£2,050</b>

### Specific Area Outcomes/Lessons Learnt

#### **Assets**

Process for programmed replacement fencing reviewed and re-iterated to staff.

Contract Management discussion about necessary checks required before commencing external works.

## **Neighbourhoods**

Review of the Neighbourhood section of the website in relation to pets and pet permissions.

Discussion with individuals and teams around checking communication needs and following preferences. This has also been followed up with all staff communications around keeping customer information up to date and checking for communication needs or vulnerabilities.

## **Rents**

Discussion around implementing call recording beyond the Repairs Hotline, this has associated costs and will be considered.

## **Repairs**

Several team and individual discussions to address communication with the focus on keeping customers informed.

Communication to Repair Operatives about parking considerately.

## **Resilience Housing – Sheltered**

Several team and individual discussions around communication and standards and staff training arranged.

## **Customer Voice – Complaint Transactional Surveys:**

Upon complaint closure, a satisfaction survey is sent to all customers. In the quarter seven satisfaction surveys were received and this represents a 30% response rate.

The results from the surveys received are summarised below:

### How did you make your complaint?

All 7 respondents answered this question

Response	Number	Percentage
Email	3	43%
Telephone	3	43%
Via another Agency	1	14%

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

All 7 respondents answered this question

Response	Number	Percentage
Very Easy	5	71%
Fairly Easy	2	29%
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 7 respondents answered this question

Response	Number	Percentage
Strongly Agree	4	57%
Agree	3	43%
Neither agree nor disagree	0	0%
Disagree	0	0%
Strongly Disagree	0	0%

100% of respondents agreed that the information provided was clear and concise.

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

All 7 respondents answered this question

Response	Number	Percentage
Yes	5	71%
No	2	29%

Having reviewed the cases for the 2 respondents who had no contact, the following was established:

Repairs complaint – No contact with Investigating Manager

Sheltered complaint- Investigating Manager arranged a meeting with the complainant at a local community centre but the customer did not attend. The Investigating Manager then made telephone contact and a discussion was had.

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

All 7 respondents answered this question

Response	Number	Percentage
Very Satisfied	5	72%
Fairly Satisfied	0	0%

Neither satisfied nor dissatisfied	<b>1</b>	<b>14%</b>
Fairly dissatisfied	<b>0</b>	<b>0%</b>
Very dissatisfied	<b>1</b>	<b>14%</b>

72% of respondents were satisfied with how their complaint was handled overall and 14% were dissatisfied.

The 1 respondent who was very dissatisfied did not have a personal contact from the Investigating Manager at Stage 1. They noted they were having repair issues and felt that BCH are slow to resolve. The customer added that the complaint service is easy to use but outcomes aren't followed up.

This feedback has been passed to the Manager for a follow up discussion and for any agreed actions to be completed.

### Complaint Monitoring

Quarterly meetings are held between the Board Complaint Champion and the Involvement & Communications Manager where updates are provided around performance, trends, risks and any areas of concern.

This report has been circulated to the Board Complaint Champion and examined at the February Senior Management Team Meeting.

Quarterly meetings are also held with the Member Responsible for Complaints, where they will seek assurance on behalf of the governing body, Blackpool Council that BCH is delivering on an effective complaint handling process.