

Housing Complaints Year - 2025 – 2026 Q4

The Housing Ombudsman Code came into effect on 1st April 2024. The Code sets out best practice for landlords to effectively handle complaints and to share the understanding of what constitutes a complaint.

Please see the link below for details of The Housing Ombudsman Complaint Handling Code.

[The Complaint Handling Code | Housing Ombudsman Service](#)

High Peak Borough Council have carried out thorough training with service areas to ensure we are capturing when residents are dissatisfied, giving them the option to raise a complaint.

Complaints are recorded, investigated and responded within set timescales according to the Council Policy and procedures in line with the Housing Ombudsman Code and the Council's Customer Feedback Policy, timescales for responding to complaints is 10 working days for Stage 1 complaints and 20 working days for Stage 2 complaints

Service areas are responsible for identifying any common themes and making changes to processes and procedures, as required, to improve service, the Customer Feedback Officer provides and obtains reports to identify any issues.

Total Housing Complaints

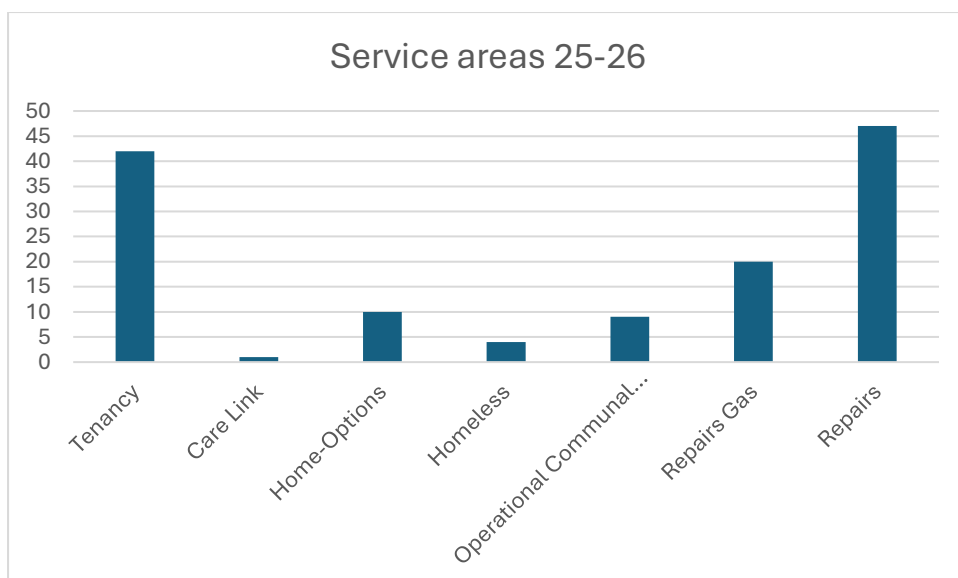
Please see below volumes of complaints received across the Housing Services up to the end of Quarter 4 - 2025/2026 and % responded to within the agreed timescales

Quarterly Housing Complaints - 1 April 2025 to 31st March 2026(Quarter 4 - 2025/26)

Complaint Stage	Number received	% responded within timescales
Complaints – stage 1	106	77%
Complaints escalated to stage 2	27	88%

(made from - 106 stage 1 and 27 escalated to stage 2 in 25-26- total = 133 cases + 8 from 24-25 – 7 not yet due TOTAL – 134 cases for 25-26)

Service	Total
Tenancy	42
Care Link	1
Home-Options	10
Homeless	4
Operational Communal area repairs	9
Repairs Gas	20
Repairs	47



Following investigation complaints are closed and categorised as justified or unjustified in the following categories

- Upheld Accepted at Fault
- Partially upheld- accepted some responsibility
- Not upheld-accepted no fault

Please see below volumes for each area cases received 25-26

	Upheld	Partially upheld	Not Upheld	TOTAL	Open/not yet closed
Tenancy	1	11	29	42	1
Care Link	0	0	1	1	0
Home Options	0	1	9	10	0
Homeless	0	0	4	4	0
Operational-Communal area repairs	3	4	2	9	0
Repairs Gas	12	5	2	20	1
Repairs	11	22	14	47	0

133 cases – 2 cases still open/not yet closed

Complaints Comparison

Quarter 4

	Q4 2024 /25(April-Mar)	Q4 2025 (April-Mar)
Housing Repairs/Gas/communal	77	76
Housing Tenancy/Home-Options/Care Link	30	57

Completed Repairs and complaints made Q4 2025/26 (April -Mar)

Total repairs requested and how many repairs resulted in a complaint.

Housing repair complaints	Completed Repairs made
76	14.942

What are we doing to improve?

Monthly meetings take place to monitor and review performance, analyse trends and reason for complaints, and agree any changes to working practices based on the findings of the analysis. We have introduced customer satisfaction surveys following the closure of a complaint, and we will contact customers who express dissatisfaction to better understand areas for improvement.

What have we learned from Customer Feedback?

We know how important it is to listen and learn. Here are some of the changes we've made in response to recent complaints, tenant feedback and lessons learned across services:

Meeting Times

You said: Tenant engagement meetings are often held during working hours.

We did: We are reviewing our scheduling and will begin offering more evening and flexible-time sessions, so everyone is able to get involved.

Repairs Process Information

You said: Clearer, more accessible information about the repairs process would be helpful.

We did: We are working with our repairs team to develop a simple step-by-step guide that explains how the process works, what to expect and where to go for support.

A Coffee- Shop Style Drop-in

You said: Introduce a more informal 'coffee-shop style' drop-in, where people can come along, ask questions and obtain information in a relaxed setting.

We did: We agreed this was a great idea and will be piloting the new drop-in sessions soon to see how well they are received.

Response Times

You said: Complaint response times need to be improved

We did: We acknowledge the need to improve response times for service requests and complaints. Furthermore, details of all contact with tenants should be recorded in an accurate and timely manner. We are now working on improving the process