

BUSHBURY HILL ESTATE MANAGEMENT BOARD LIMITED

AGENDA ITEM 11

Complaints Report (April 2025 – March 2026)

For Information

1.0 Purpose & Background

The purpose of this report is to detail the number and nature of complaints received during the year April 2025 -March 2026 and the stage at which they were completed; the target for stage 1 is 10 days and Stage 2 is 20 days.

Board have received reports for Quarters 1,2 and 3 and quarter 4 data can be found in appendix 1 to this document.

The report will also include service requests and any compliments we received formally throughout the year,

The Annual complaints report can assist in the Board identifying complaints trends and to consider areas we can learn and improve services to ensure that we retain a positive complaint handling culture within the organisation.

Complaints breakdown 2025-2026

11 complaints were received between 1st April 2025 and 31st March 2026.

4 MP Enquiries were received.

14 Service requests were received.

1 complaint was received after the report had been completed in March 2025 but before 1st April 2025 and has therefore been included in this years data and the table below.

	Complaint Stage 1 2024-2025	Complaint Stage 1 2025-2026	Complaint Stage 2 2025-2026	MP Enquiry	Service Requests
ASB					1
Building safety					
Capital works					
Compliance					
Concierge					
Communal areas					
Customer service		3			
Estate services					
Home improvements					
Home sales					
Homelessness					

Income and rent					
Leasehold					
Lettings and allocations			1		
Neighbourhoods					
Out of hours					
Property condition		1			
Repairs	1	6		1	13
Staff					
Stock investments					
Tenancies					
Voids					
Other*		1		3	
Totals	1	11	1	4	14

TABLE NOTES:

The total number of complaints differs to the number of categories shown in the table above due to some complaints covering more than one issue.

One of the stage 1 complaints did not follow the usual process due to the tenant refusing to liaise with us concerning their complaint.

Other* – Information sharing

MP Enquiries

Other 1 - Adaptations

Other 2 - Overcrowding

Other 3 – Financial distress – Bedroom tax error and recharge

3.0 Stage of Completion

10 of the complaints received during this year was resolved at Stage 1 of our Complaints process and 1 was completed at Stage 2.

All complaints were acknowledged within 5 working days and each stage was responded to within policy timescales.

MP enquiries come to us via email; therefore, are responded to as soon as they are received. We are not required to follow the procedures laid out in our complaints policy for Councillor Enquiries, but record these for learning purposes.

4.0 Satisfaction with How we deal with Complaints.

Satisfaction surveys are sent out at the end of the complaints process to the complainant, to date non have been completed and returned to us. We will review this process in the next financial year.

The year end Accuity data on TSM satisfaction showed that satisfaction with complaints was 48% which is 5% lower than 53% last year but still higher than 2024's figure of 42%. The number of complaints remain low and I have no explanation for the low satisfaction ratings, which is mirrored across the social housing sector

For comparison for 2024/2025 the Government reported Housing Sector satisfaction with complaints handling as follows:

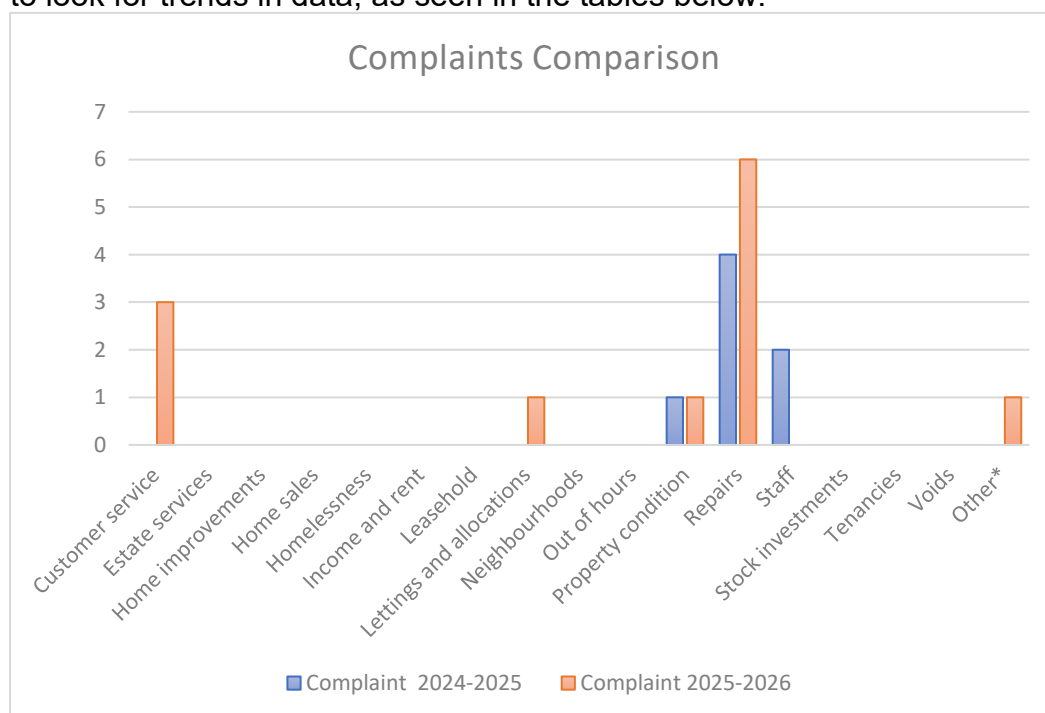
- 36.8 % Upper quartile for LA (LCRA)
- 45.1 % Upper quartile for all PRS (LCRA)

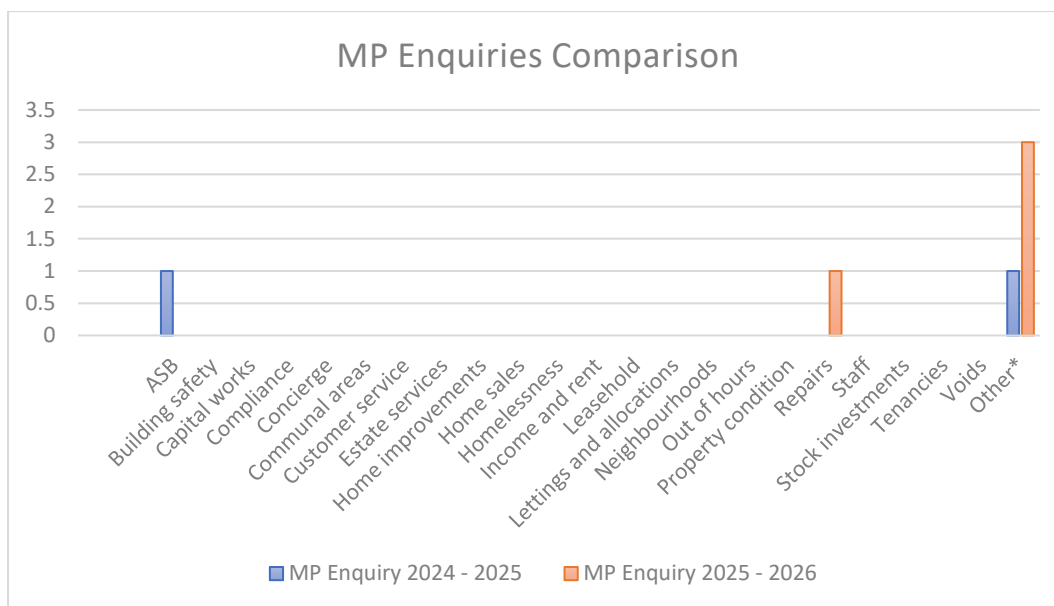
So Bushbury EMB results at 48%, remain upper quartile based on the previous year's data.

5.0 Trends and improvements

Complaint Trends

The number of complaints this year have increased on the previous year but have still remained low overall. With such a low number of official complaints, it is difficult to look for trends in data, as seen in the tables below.





5.1 Improvements (General/Governance)

Since the last report Bushbury Hill EMB, the ombudsman's Complaints handling Code and our complaints policy have both been reviewed and updated and were approved by Board in February 2026 and have also been forwarded to City of Wolverhampton for submission.

Kate Spilsbury continues to be our Board Member Responsible for Complaints (BRC) who meets with the Chief Officer and Complaints Officer quarterly to review complaints and the responses and oversees the reporting to Board, identifying and recommending actions for improvement.

5.2 Improvements / Lessons learned– Service Offer to Tenants

- Contacts are now recorded on NEC, which will increase the number of ways in which a tenant can make a complaint.
- CWC provide a breakdown of the contacts recorded on NEC on a monthly basis, which enable us to review expressions of dissatisfaction / complaints to ensure those tenants were given the opportunity to raise a formal complaint or advise if their issue was resolved at first point of contact.
- Tenants who are having asbestos management surveys, The initial letter to tenants will include reference to the possibility that the survey may cause slight damage to the decorative finish.
- We have sent a letter all to tenants about the showers installed in properties, communications were sent to all tenants reminding them to check the hose and report to the EMB and not to use the shower if the hose is spilt. All shower replacements are now an upgraded model with added safety features as an extra precaution.