



WILLOW TREE

HOUSING PARTNERSHIP

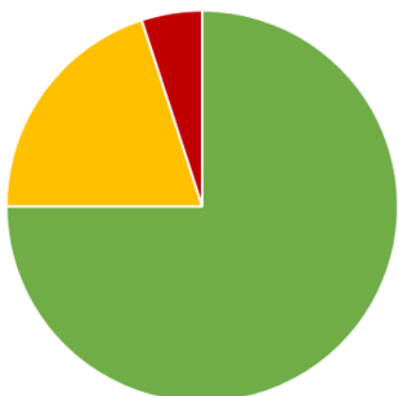
Complaint Handling Performance - Quarter 1 2026/27

Complaint categories

Category	Total 2025/26	Q1 Volume 26/27	Total YTD 2026/27
ASB	1	1	1
External areas	3	2	2
Policy decision	0	3	3
Repairs communication	0	5	5
Repairs delays	42	4	4
Repairs quality	0	3	3
WTHP customer service	4	2	2
Total	87	20	20

Key Messages

- ✓ 20 complaints received in Q1, down from 22 in the same period last year.
- ✓ 75% of complaints resolved at the first stage.
- ✓ Average Stage 1 response time of 9 days, within the 10-day target.
- ✓ Average Stage 2 response time of 13 days, comfortably within the 20-day target.
- ✓ Repairs-related complaints represented 65% of all complaints and remain the key area for service improvement.
- ✓ One Housing Ombudsman investigation was received during the quarter.
- ✓ A Housing Ombudsman determination relating to a case opened in February 2024, found there had been maladministration in relation to our handling of:
 - The resident's reports of damp and mould and the associated repair works
 - The resident's reports regarding repairs to the back door
 - The resident's concerns about parking bay markings
 - The management of the complaint



- **Green:** 15 resolved at Stage 1 (75%)
- **Amber:** 4 escalated to Stage 2 (20%)
- **Red:** 1 escalated to Housing Ombudsman (5%)