



# Complaints Report

2025/26



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# 1

## Introduction

Pine Court Housing Association (PCHA) recognises that sometimes things go wrong and welcomes customer complaints as opportunities to improve. Customer feedback is then analysed to implement improvement measures across our range of service areas.

The Customer Experience Team manage customer complaints on behalf of PCHA. This includes services provided by contractors and partners.

Pine Court customers can make a complaint in several ways, including:

- In writing
- Telephone
- Face-to-Face
- Email [contactus@pinecourt-housing.org.uk](mailto:contactus@pinecourt-housing.org.uk)

In line with our Complaints, Appeals and Feedback Policy, we operate a two-stage formal complaint process:

### Stage 1

#### 10 Working Days

We will acknowledge customer complaints within five working days and aim to give a full response within 10 working days.

### Stage 2

#### 20 Working Days

If a customer remains unhappy with the outcome of their complaint or are unhappy with the way PCHA have dealt with the complaint, they are able to escalate their complaint to be re-investigated by an alternative member of staff. Again, PCHA will acknowledge the complaint in writing within five working days and aim to respond fully within 20 working days.

## 2

### Volume of Complaints

The information below is a summary of the complaints handled.

#### 2.1 Volume of Complaints Closed Between 1<sup>st</sup> April 2025 and 31<sup>st</sup> March 2026

Closed Complaints	Total number of complaints closed	Annual Target	% Upheld	% Partially Upheld	% Not Upheld
Stage 1	8	N/A	12%	25%	63%
Stage 2	2	N/A	0%	0%	100%

In most cases, a partially upheld complaint is a multi-faceted complaint in which the investigating officer may agree with some elements of the complaint, but not all points.

#### 2.2 Volume of Complaints Opened

Opened Complaints	2023/24		2024/25		2025/26	
	Number	Trend	Number	Trend	Number	Trend
Stage 1	4	↓	9	↑	8	↓
Stage 2	0	↓	1	↑	2	↑

The number of complaints opened and closed in the year varies slightly, as complaints may be opened and closed in different years.

During 2025/26:

- There was a decrease in Stage 1 complaints from nine to eight.
- Two complaints escalated to Stage 2 which was an increase from 2024/25.

#### 2.3 Ombudsman Complaint Feedback

In 2025/26 there were no full investigation requests, or determinations received from the Housing Ombudsman.

### 3

## Compensation Payments

Year	Total Compensation	% of cases where compensation was paid	Number of complaints where compensation has been paid	Average payment per case where compensation was paid
2021/22	£375.38	33%	1	£175
2022/23	£102.74	12.5%	1	£102.74
2023/24	£1500	20%	1	£1500
2024/25	£440	44%	4	£110
2025/26	£357	50%	4	£89

A total of three complaints related to Repairs and Maintenance, while one complaint was associated with Neighbourhood Management.

The number of compensation payments remained the same in 2025/26. However, the total value of these payments decreased to £357 from £440.

### 4

## Improvement Actions and Achievements

On a quarterly basis, the Customer Experience Team meet with the Management of PCHA, and other relevant staff to discuss complaints which have been received and lessons learnt. Service improvements are then actioned to prevent complaints from reoccurring.

A selection of some of the lessons learnt this year include:

- Customer Service training completed with front-line Pine Court Housing staff.
- Ensure work is carried out the first time where applicable and meets required standards.
- Ensure all access options are explored before defaulting to carding a job due to no access.
- Ensure customers are communicated with effectively and in line with service level agreements.

## 5

### Housing Ombudsman Code

The Housing Ombudsman's Complaint Handling Code ('the Code') sets out best practice for a landlord's complaint handling procedures, to enable a positive complaints culture across the social housing sector, regardless of the size or type of landlord. The Code encourages landlord-tenant relationships so that residents can raise a complaint if things go wrong. The Code became statutory on 1 April 2024, meaning that all members of the Housing Ombudsman Scheme are obliged by law to follow its requirements.

PCHA has demonstrated compliance with the Code via a self-assessment submitted to the Housing Ombudsman. The self-assessment remains valid until 30th September 2026 at which point an annual update will be shared with the Housing Ombudsman.

More information on our self-assessment can be found on the Pine Court Housing Association website- <https://www.pinecourt-housing.org.uk/customer-support/compliments-feedback-and-complaints/>