



## **Complaints Performance and Service Improvement 2025/26**

### **Introduction**

This report provides an update on Westfield's complaint handling performance over the last financial year and highlights the changes we have made as a result of the learnings from complaints.

This report will cover:

- an update on the recent changes to the Housing Ombudsman (HO) Code
- our self-assessment against that code
- an overview of the complaints we have received
- some of the changes we are implementing to improve our complaints process
- the learnings we have embedded from complaints over the past year.

### **Complaints Handling Code Annual Submission**

The Housing Ombudsman's Complaint Handling Code became statutory on 1 April 2024 following a consultation with landlords, residents and other bodies.

Part of the new statutory nature of the Code means that landlords are required to submit an annual submission of their performance against the Code to ensure they are compliant.

Submissions for landlords with under 1,000 homes are to be provided within 6 months after their financial year-end.

### **Self Assessment**

We have conducted a full self-assessment of our compliance against the code and have fully critiqued our approach. We identified areas that needed improvement and have implemented these.

We continue to use the complaints module which has helped to improve record keeping and analysis.

In July we carried out a briefing and training session for all staff and Managers.

Our full 2026 Self Assessment against the Code has been published on our website.

## **Complaints Overview**

Over the course of the last financial year, Westfield Housing logged 12 complaints. All of the complaints were dealt with at stage 1 and none progressed to stage 2.

We have had no findings of non-compliance with the Complaints Handling Code during this reporting period.

We have received no reports during this reporting period from the Ombudsman.

The tables below breaks down complaints received:

<b>Complaints Received</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Total Complaints	7	1	2	2

<b>Complaints Logged by Stages</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Stage 1	7	1	2	2
Stage 2	0	0	0	0
Cases escalated to The Housing Ombudsman	0	0	0	0
<b>Complaint received by type/service area</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Damp & Mould			1	
Repairs	3	1	1	2
Energy Efficiency Work (SHDF)	3			
Allocations	1			

<b>Reason for the Complaint</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Dissatisfaction with service provided by contractors/WHA	3			1
Failure or refusal to do something a tenant wants us to do	2		1	1
Delays with Repairs	2			
Dissatisfaction with quality of repair		1	1	

Complaints answered on time	Q1	Q2	Q3	Q4
Stage 1	100%	100%	100%-	100%
Stage 2	-	-	-	-

Complaints Outcomes	Stage 1	Stage 2
Upheld	7	
Partially upheld	0	
Not upheld	5	
Open (response to be provided)	0	
Total	12	

### **What have we learnt?**

This section outlines key actions and improvements implemented over the past year, based on lessons learned from tenant complaints and feedback. Our aim is to enhance service delivery, tenant satisfaction, and operational efficiency by proactively responding to recurring issues and concerns.

#### **Communication Improvements**

- **Communication Culture:** One complaint regarded a contractor blocking a level access from a property with equipment meaning the tenant was unable to access the property. This was resolved very quickly after the complaint was received by phone. However, it highlighted the importance of communicating to contractors if a tenant has medical issues that need to be taken in to account when works are carried out.

#### **SHDF Project Delivery Adjustments**

- **Removal of Equipment:** Several of the complaints were received regarding the delay in scaffolding being removed following SHDF works. This is now brought up in regular meetings with the contractor to ensure once work is complete and signed off, that equipment is removed.

#### **Repairs**

- Investigations revealed that some repairs had not been carried out within timescale. Once chased up by the investigating officer, repairs were completed. Contractors have been reminded during review meetings of the importance of carrying out repairs within the timescales set and record keeping regarding no access.

- Sometimes when repairs are carried out, tenants expectations are high. A fence was fitted as per the specification used by Westfield HA however a tenant wanted different fencing to be installed, which resulted in a complaint. It is important to communicate clearly with tenants regarding the work that will be carried out.

### **Tenant Liability and Contents Insurance**

- **Damaged Personal Items:** A complaint regarding reimbursement for damaged personal items post-leak. An initial offer was made of £50 goodwill gesture but as the tenant had £250 excess this was not accepted. On further review and due to the fact the leak had caused other issues with the floor, the complaint was upheld and Westfield HA funded the cost of the flooring to the downstairs w.c.

We continue to be committed to learning from tenant experiences and improving our services. We will continue to monitor progress, engage with tenants, and ensure that feedback drives meaningful change.

### Compliments

We continue to receive a high volume of positive feedback about our staff and the services we provide. Understanding what is working well is just as valuable as identifying areas for improvement. To ensure we capture both aspects, we maintain a record of all compliments alongside any complaints received. This enables us to share examples of good practice and learning across the organisation.

From April 2025 up until the end of March 2026, we received 20 recorded compliments. There were 32 recorded for the same period when compared to the previous year.

### **Board Response**

Our Board appointed Henry Barker as Board Member Responsible for Complaints (BMRC). His role is to help ensure:

- Our self-assessment against the HOS code is scrutinised and challenged.
- Scrutinising and reviewing our complaints performance information and evidence to assure Board it's accurate and reliable.
- Challenging any commentary to ensure we make a fair and reasonable assessment about how we are doing.

We report to our Board quarterly to keep them informed of complaints performance, key issues, learning and improvement.

*“Westfield HA continues to handle concerns promptly and professionally with a clear focus on learning and improvement. We use complaints as an opportunity to strengthen our services, identify gaps and reinforce our values. The Board will continue to monitor performance quarterly, review themes and ensure that by listening well and learning from feedback, we strengthen our services and deliver a high-quality experience for all our tenants.” – Henry Barker, Board Member Responsible for Complaints.*

If you have any feedback about the self-assessment, any more general comments about how we deal with complaints, require any further information or would like to get involved in reviewing our complaints process please let us know by emailing us at [enquiries@westfieldha.org.uk](mailto:enquiries@westfieldha.org.uk)