





# Complaints Satisfaction

1<sup>st</sup> January to 31<sup>st</sup> December 2025

Mid-year	End of year		
54.5%	47.7%	↓	Satisfied with how well Orwell kept them informed about progress
63.6%	47.7%	↓	Satisfied that all points of their complaint were addressed
57.1%	44.2%	↓	Satisfied with the level of customer service they received
24.0%	28.0%	↑	59 out of 212 customers responded to the survey
38.5%	41.1%	↑	TSM TP09 – Satisfied with the way their complaint was handled

Customer Sentiment		
 16 comments	 4 comments	 11 comments
<p><b>Upheld</b> → generally indicates agreement with the resident and acknowledgement of service failure. This is positive from the resident's perspective that their concern was validated, though often attached to negative service experiences.</p>		
<p><b>Partially upheld</b> → mixed result, partial validation → neutral/mixed sentiment.</p>		
<p><b>Not upheld</b> → complaint not supported → typically leads to negative resident sentiment.</p>		

 Positive themes
<p><b>Good handling of the complaint</b> Many tenants praised:</p> <ul style="list-style-type: none"> <li>Fast investigation and resolution</li> <li>Clear communication</li> <li>Staff who listened and took ownership</li> </ul>
<p><b>Appreciation of individual staff</b> Frequent mentions of staff members being:</p> <ul style="list-style-type: none"> <li>Helpful</li> <li>Sympathetic</li> <li>Professional</li> <li>Proactive in resolving issues</li> </ul>

 Negative themes
<p><b>Repairs delays — by far the strongest negative theme</b> A very large number of comments reference:</p> <ul style="list-style-type: none"> <li>Jobs not completed</li> <li>Long waiting times</li> <li>Issues dragging on for months</li> <li>Repeat visits with no resolution</li> </ul>
<p><b>Poor communication/no updates</b> Often coupled with the repairs issue:</p> <ul style="list-style-type: none"> <li>No call-backs</li> <li>Messages unreturned</li> <li>Being told incorrect information</li> <li>Feeling “fobbed off”</li> </ul>



## Positive themes

### Satisfaction with compensation (when offered)

- Compensation was appreciated and helped rebuild trust, even when delays occurred.



## Negative themes

### Issues “marked as resolved” when they weren’t

A recurring frustration:

- Complaints closed too early
- Work not completed but case marked resolved
- Tenants having to chase multiple times

### Quality of contractors/workmanship

Frequent issues include:

- Poor work quality
- Unprofessional behaviour
- Need for recalls
- Feeling disrespected by operatives

### Safety concerns

Several comments report:

- Unsafe doors
- Damaged mobility scooter
- Health & safety concerns not dealt with

## Insights & trends throughout the year

**January - June**

A period marked by high operational pressure, inconsistent complaint handling, and a clear dip in satisfaction, especially in spring.

Themes seen frequently include:

- Unfinished repairs / jobs still open
- Poor workmanship and repeated visits
- Missed appointments
- Slow progress
- Communication failures

Repairs pressure dominates, with multiple customers calling out very slow turnaround and poor follow-up. Many express frustration, exhaustion, or disappointment.

This suggests operational strain and process gaps are most visible in the first half of the year.

**July - December**

A more stable but polarised period with customers either very satisfied or very dissatisfied depending on how well individual staff communicated and resolved issues.

Summer (Jul–Sept):

- Still delays, but mixed with estate-based issues (gates, gardens, neighbours, vermin).

- Communication issues remain common (“lost 3 days work due to lack of communication”).
- More comments about contractor behaviour and reliability.

Autumn/Winter (Oct–Dec):

- Seasonal issues return: heating failures, slow repairs, delays in getting parts.
- Frequent criticism of contractors giving inconsistent or misleading information.
- However, several extremely positive comments appear too when staff were empathetic and responsive.
- Far more polarisation, customers are either grateful and impressed or very unhappy.
- Negative cases focus on honesty, professionalism, and contractor reliability, not just speed.
- Positive cases praise communication quality and empathy (“listened to all my comments”, “handled very well”).

Overall, complaint-handling performance stabilises, but the contractor-side issues remain variable.