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	2	1	1
External areas	0	2	2
Policy decision	16	3	3
Repairs & Communication	34	5	5
Repairs delays	17	4	4
Repairs quality	4	3	3
Damp & Mould	6	0	0
WTHP customer service	7	2	2
Rent	1	0	0
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.

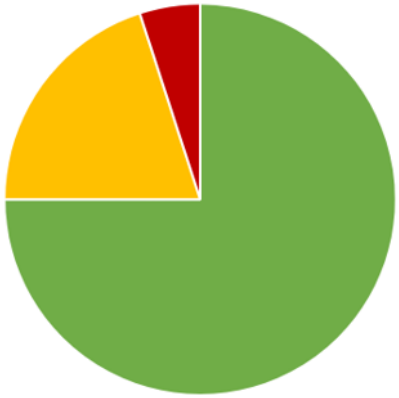
✅ Average Stage 2 response time of 13 days, comfortably within the 20-day target.

✅ 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%)