

Annual Complaints Performance and Service Improvement Report 2025/26

Our stage one complaints per 1000 properties were 16.6 (24.9 in 2024/25) against our target of a maximum of 20.

Our stage two complaints per 1000 properties were 2.4 (3.6 in 2024/25).

During the year we received 14 stage one complaints (21 in 2024/25) and two stage 2 complaints (4 in 2024/25).

The relevant team will make early contact to try to resolve and this sometimes results in a complaint being withdrawn by the resident. During the year, there were 6 additional complaints that were withdrawn (3 x housing management and 3 x maintenance).

Seven cases regarding housing management:

- Discretionary succession
- Garden trespass
- Subject access request (2)
- Refused for rehousing
- neighbour nuisance (2)

Five cases about day to day maintenance:

- leak
- repairs reported to HOS but not to KHA
- bed bugs
- delays in completing new bathroom
- gas safety check

Two cases regarding staff conduct.

One case was upheld, three were partially upheld, with the remainder not upheld.

We received two stage 2 complaints, one regarding housing management and one about day to day maintenance. All decisions reflected the decision from stage one, with both cases partially upheld. An award of compensation for the delay in resolving a repair was also increased at stage 2. Details of the stage 2 decisions were reported in detail in previous quarterly reports.

Two further cases were withdrawn after initially wanting to go to Stage 2, with one being awarded an increased amount of compensation.

As per the Complaints Handling Code:

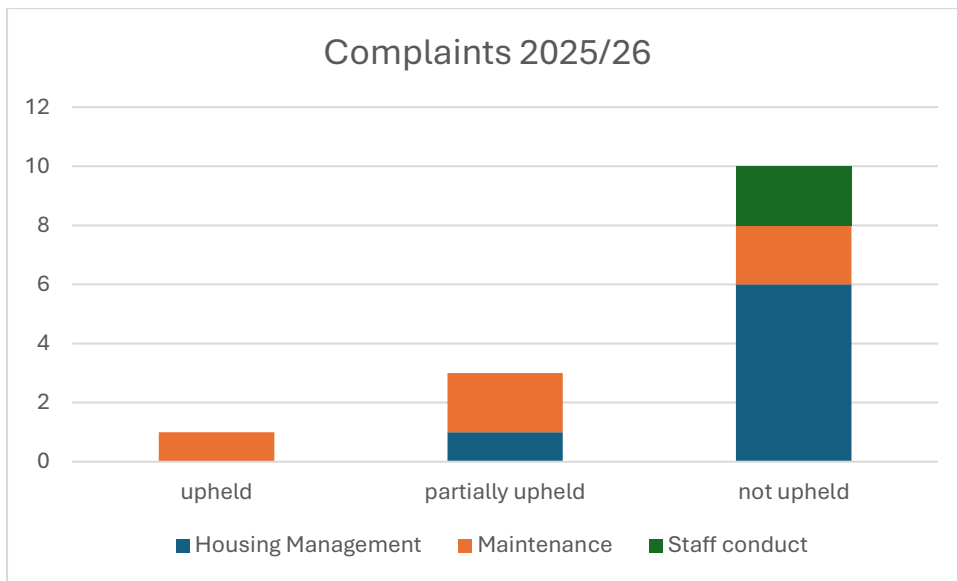
- There were no complaints we refused to accept;
- There were no findings of non-compliance with this Code by the Housing Ombudsman Service (HOS);

- We did not receive an annual report about our performance from the HOS;
- We did not receive any other relevant reports or publications produced by the Ombudsman in relation to Keniston’s work.

On the last two bullet points above, if the HOS is investigating Keniston regarding complaints escalated to them, they may issue reports or publications in relation to these investigations or where a finding of severe maladministration has been made.

Service Improvements highlighted

- Ensuring comprehensive file notes are made, means that cases can be assessed which helps give a clearer understanding of issues raised
- Keeping the resident informed at all times can prevent escalation
- Considering appropriate compensation at an earlier stage may prevent escalation
- Reviewing a decision from stage one when a resident wishes to escalate, can prevent escalation.



Our final complaints performance and service improvement report will be reported to the Housing Ombudsman Service (in line with their Code) and published in our annual report and on the Complaints section of our website, along with the Member Responsible for Complaint’s (MRC) response, by the end of June.

Member Responsible for Complaints Statement

In my role as Member Responsible for Complaints, I have maintained active oversight of Keniston’s complaints handling performance throughout the past year, with a particular focus on governance, transparency, and continuous improvement.

Over the reporting period, I have been encouraged by the high level of engagement demonstrated by the Keniston team, both operationally and at a strategic level. There is

clear evidence of a culture that promotes openness, early resolution, and learning from complaints, rather than viewing them purely as a compliance exercise.

Quarterly review meetings with the Operations Director have provided a platform to review complaint trends, review individual cases in detail, and challenge decision-making where appropriate. These sessions have been supported by comprehensive and transparent reporting, enabling effective oversight and ensuring that the root causes of complaints are understood and addressed.

In addition, complaints performance has been regularly reported to the Board, with clear and accessible information provided in advance. This has ensured that complaints handling is subject to appropriate governance and collective scrutiny at the highest level of the organisation.

I have also observed elements of the complaints process directly, including Stage 2 complaint hearings, which have been conducted in a fair, structured, and resident-focused manner. The approach taken demonstrates a strong commitment to procedural integrity and reinforces confidence in the organisation's ability to handle complex or escalated concerns.

Importantly, I have seen a continued emphasis on transparency in communication with residents, including proactive updates, clear explanations of decisions, and appropriate consideration of compensation where service standards have not been met. This approach has helped reduce escalation and build trust with residents.

Based on my review of the processes, performance data, and individual cases, I am satisfied that Keniston operates a robust, compliant, and transparent complaints handling framework, aligned with the Housing Ombudsman's Complaint Handling Code. Furthermore, the organisation demonstrates a clear commitment to learning and service improvement, with tangible actions identified and implemented as a result of complaints received.

Overall, I am confident that complaints are being managed effectively, with strong leadership, high levels of team engagement, and a culture of openness and accountability, supporting ongoing service improvement.

Stephen Hoad

Board Member and Member Responsible for Complaints