

# Complaints performance 2024-25

Complaints to NCHA in 2024-25 show a reduction on the previous year of around 10%. This improvement can in part be attributed to the work NCHA did to bring its repairs service in-house.

## The complaints we've received

Our website explains the [stages of complaints](#).

### NCHA and NCAC including Care and Support

Type	Q1	Q2	Q3	Q4	Total 24/25	Total 23/24
Stage 1	194	177	189	219	779	912
Stage 2	38	31	30	25	124	133
Total	232	208	219	244	903	1045

### Care and Support

Type	Q1	Q2	Q3	Q4	Total 24/25	Total 23/24
Stage 1	7	9	10	13	39	32
Stage 2	3	0	2	0	5	6
Total	10	9	12	13	44	38

### Complaints by type (excluding Care & Support)

**\*No direct comparison with 23-24 as categories changed for 24/25**

Category	Q1	Q2	Q3	Q4
Inaction	79	89	83	79
Process/procedure	36	22	39	35
Communication	25	22	16	53
Quality	20	18	26	17
Attitude	18	14	12	19
Missed appointments	12	11	10	12
Ease of use/contact	2	1	0	0

	192	177	186	215
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## Complaints related to our care and support services

Care and Support	Q1	Q2	Q3	Q4	Total 24/25	Total 23/24
<b>Project Staff</b>	3	6	6	4	19	18
<b>Project</b>	2	1	0	1	4	12
<b>Other</b>	0	1	0	0	1	2
<b>Non-Project Staff</b>	0	0	0	0	0	1
<b>Service User</b>	0	0	0	1	1	2
<b>Public</b>	0	0	1	0	1	0
<b>Total</b>	5	8	7	6	26	35

## Complaint escalation

There was an increase in the % of Stage 1 complaints which were escalated to Stage 2. This is an area of focus for improvement in 2025/26.

Escalated Complaints	Q1	Q2	Q3	Q4	Total 24/25	Total 23/24
<b>Stage 1 complaints</b>	194	177	189	219	779	912
<b>Escalated to Stage 2 complaints</b>	38	31	30	25	124	133
<b>% of Stage 1 complaints escalated to Stage 2</b>	19.6%	17.5%	15.9%	11.4%	15.9%	14.6%

## Response times

The table below shows the average number of days to respond to a complaint (when the complaint was not extended). This has improved in line with the updated Ombudsman Code of 1 October 2022, which requires complaints to be responded to in 10 days. Complaints performance at stage 2 however has worsened and is an area of focus for improvement for 2025/26.

Average days to close	Q1	Q2	Q3	Q4	2024-25	2023-24
Stage 1	6.9	7.4	7.6	7.7	7.4	11.9
Stage 2	15.8	20.1	17.7	19.9	18.1	11.8

## Complaint outcomes

The table below shows the outcomes of complaints for Stage 1 and Stage 2.

Outcomes	Q1	Q2	Q3	Q4	Total 24/25	Total 23/24
Upheld	125	106	91	92	414	579
Not Upheld	69	51	52	75	247	204
Partially Upheld	63	66	81	94	304	250
Withdrawn	6	3	0	1	4	1
	263	226	224	262	969	1034

## Complaint satisfaction

The table below shows our performance for the year on our transactional complaint satisfaction survey. This survey is sent to customers after they have made a complaint. We have managed to survey around 15% of all complainants in 2024/25.

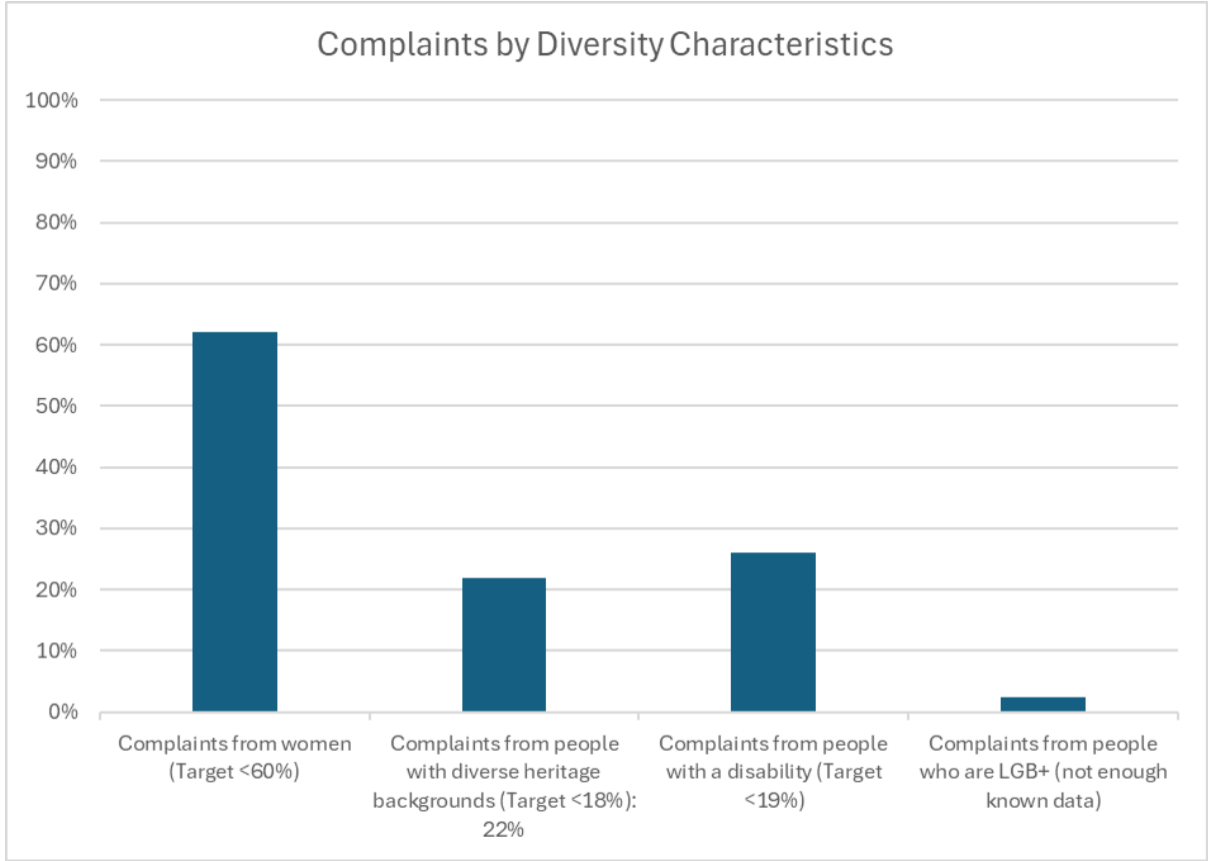


## Equality and diversity

Complaints are reviewed against protected characteristics on an annual basis by NCHA's equality, diversity and inclusion panel.

The graph below shows that our complaints performance is in line with our targets.

Complaints by Diversity Characteristics



### Lessons learned

We act on the lessons we learn from the complaints we receive. When we investigate a complaint, we record our findings and work with managers around the business to make the required improvements.

Our teams work together to analyse complaints received about their area of work and then plan improvements. Our recent work has revealed some key themes we can work on. They include improving communications with residents about their repairs and the services they have requested from us.

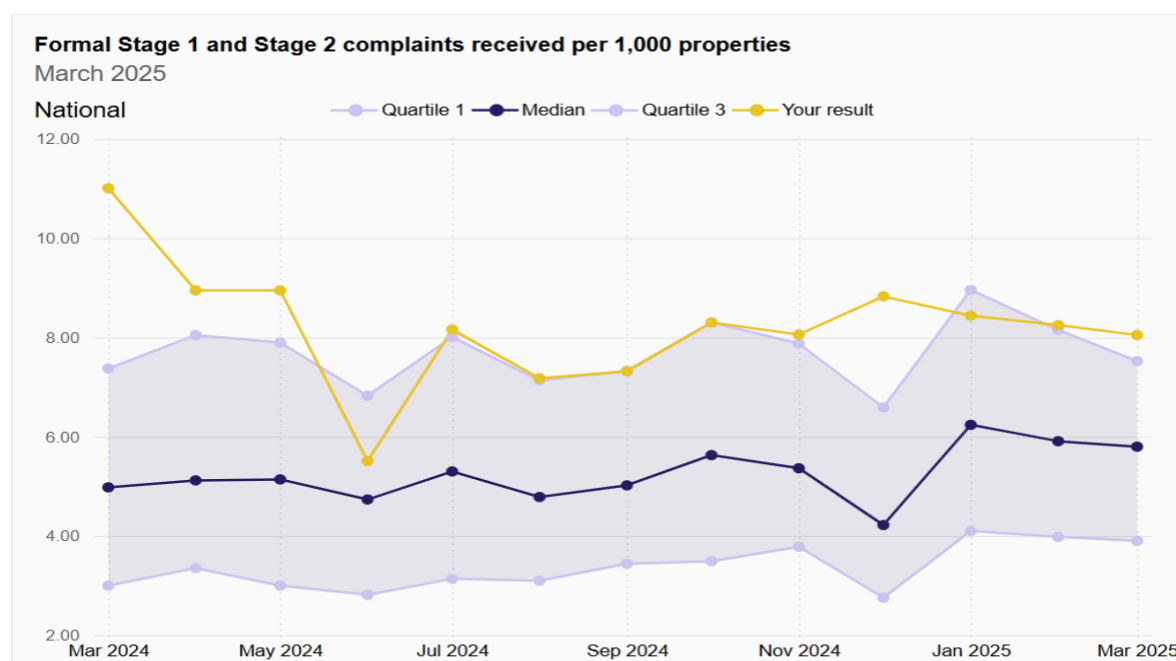
Our Head of Customer Experience presents a regular report on complaints and what we’ve learned from them to our senior leaders as well as our involved customers. This makes sure that complaints we receive are seen by senior managers and panel members, which increases accountability.

### NCHA and its peers

HouseMark use data gathered from NCHA and its peers to compare performance between similar organisations. For the chart below, the data presented covers March 2024 to March 2025.

This summary compares NCHA against a broad peer group. NCHA's peer group was assigned to make sure we are compared to housing associations of a similar size.

NCHA reported a higher than average number of complaints compared to our peers. In part this will be due to our work to make it easier for customers to report complaints, as well as high service demand.

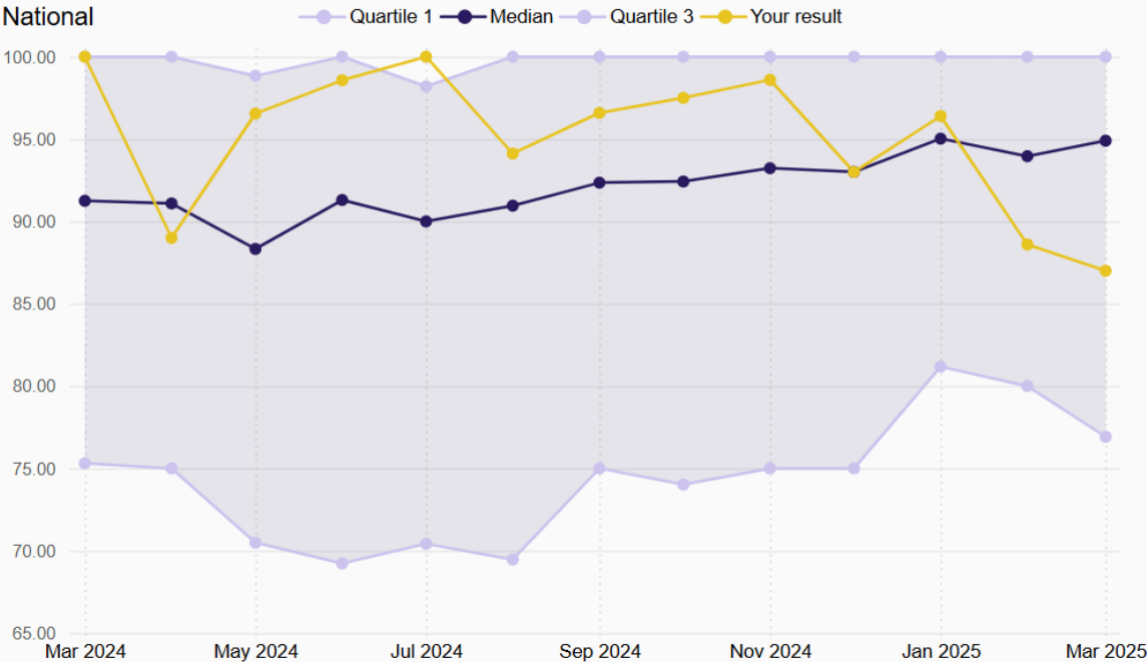


The table below demonstrates that NCHA had a higher than average performance in terms of complaints resolved within timescales across the majority of the year. We want to continue with this trend and improve for 2025/26.

Stage 1 and Stage 2 complaints resolved within timescale (%)

March 2025

National



## Ombudsman

In the year 2024-25, we received 27 Ombudsman enquiries.

Of these enquiries, there were nine that were deemed to be maladministration.

## Our Board's response

The annual complaints report has been presented to our governing body, the NCHA Board of Management. We highlighted the headlines of the report, which included the decreasing number of complaints but the overall number remaining high, and that complaints performance against the Complaint Handling Code timescales was 91%.

Board members were interested in the gender split of complaints, which is roughly equal but regularly monitored. They also commented on the increase in complaints towards the end of 2024/25, particularly with repairs and requested further analysis for any trends.

Board members noted the 25% of complaints not upheld and requested further analysis for any trends.