Annual Complaints Performance and Service Improvement Report

Introduction

Tenant feedback, whether through compliments, complaints or other channels, helps us understand what we are doing well and where we need to improve. This report covers complaints received and managed between 1 April 2025 and 31 March 2026 for the 115 properties owned by Six Town Housing (STH), formed in 2003 to manage part of Bury Council's housing stock.
Six Town Housing retains overall responsibility for complaint handling and compliance with the Housing Ombudsman's Complaint Handling Code. The administration of complaints is delivered on its behalf by Bury Council Housing Services under a Service Level Agreement.

All expressions of dissatisfaction are taken seriously. Our Complaints Policy makes clear that whenever a tenant expresses dissatisfaction with our service, this will be recognised and recorded as a formal complaint.

We have completed our annual self-assessment against the Housing Ombudsman's Complaint Handling Code. We completed our annual self – assessment against the Housing Ombudsman's Complaint Handling Code and confirmed full compliance with all Code requirements This provides assurance that complaints are logged, acknowledged, investigated and responded to within the required timescales, and that our approach reflects the Ombudsman's principles of being fair, putting things right, and learning from complaints.

Number of Complaints Received

Over the reporting period we received 2 formal complaints against our 115 owned properties. Both complaints were escalated to stage 2.

2	2	0
Stage 1 complaints (1.74%)	Stage 2 complaints (1.74%)	Housing Ombudsman cases

Scaled to a national stock of 1,000 properties, this equates to around 17 complaints per 1,000. The low volume of complaints should be considered in the context of the small stock size of 115 properties, including an Extra Care scheme.

Complaints Performance

We have assessed our performance against the requirements of the Complaint Handling Code 2024. The table below shows how we performed against these requirements.

Stage 1 acknowledged within 5 days	Stage 2 acknowledged within 5 days
2 / 100%	2 / 100%
Stage 1 responded within 10 working days	**Stage 2 responded within 20 working days**
2 / 100%	2 / 100%

Overall performance: 100%

No Housing Ombudsman cases were received during the reporting period.

Complaint Summary and Outcomes

Anti-Social Behaviour — neighbour dispute (Not Upheld)

One complaint related to reports of anti-social behaviour and was investigated at both Stage 1 and Stage 2. The complaint was not upheld; mediation was offered between the neighbours involved.

Extra Care — out-of-hours emergency, customer care (Upheld)

We received a complaint about communication during an out-of-hours emergency at an extra care scheme, following a loss of water and communal entrance due to an electrical failure over a weekend which affected the scheme. An emergency response team attended to provide bottled water and updates, and information was also communicated to tenants by both text/email message. The complaint raised concerns about whether the communication and support provided during the incident met individual tenants' needs.

Learning Identified

All complaints are reviewed to identify opportunities for service improvement. Given the low volume of complaints received during the year, no recurring themes or systemic service failures were identified. However, one upheld complaint relating to an Extra Care scheme emergency response highlighted specific learning opportunities

This complaint identified two areas for improvement:

We needed to...	So, we...

Identify and prioritise high-risk, medically vulnerable tenants during an emergency.	Ensured schemes identify and prioritise these tenants for a personal visit rather than a text message to assess their needs.
Support tenants in schemes with shared heating and water systems if those systems fail.	Introduced standby SOS supply packs, including water and blankets, to maintain comfort if systems go down.

Compliments and Tenant Feedback

During the year, the service received seven compliments from customers, recognising the high standard of work delivered by the team. Feedback highlighted excellent grounds maintenance, plumbing and electrical repairs, as well as praise for individual staff members for their professionalism, responsiveness and quality of service

Compensation and Remedies.
Compensation totalling £150 was awarded in relation to the upheld complaint at the Extra Care scheme. This reflected the impact of the service failure identified and was awarded in line with the compensation policy

Tenant Involvement

In 2025/26, we established a Tenant Complaints Group to provide tenant scrutiny and feedback on complaint handling arrangements. Feedback from residents at Redbank (extra care scheme) helped us understand how older tenants and those less confident using digital services access the complaints process. This insight has informed our approach to accessibility and communication and will continue to support service improvements

Accessibility

We are committed to ensuring that all tenants can raise concerns and access the complaints process in a way that suits their needs. Complaints can be made through a range of accessible channels, and we will provide reasonable support to anyone who needs assistance in making a complaint. Complaints can be submitted:

- In person;
- By telephone;
- By email; or
- In writing.

We recognise that some tenants may require additional support due to age, disability, language barriers, digital exclusion or other personal circumstances. Where this is the case, we will work with tenants and their representatives to remove barriers and ensure they can

access the complaints process fairly and effectively. We regularly seek feedback from residents to help us maintain an accessible and inclusive service.

We Will Continue To

- Share complaints performance, learning and improvement actions with tenants, so they can see how their feedback is helping to improve services.
- Be open and honest when things go wrong, learning from mistakes and making changes to prevent issues from happening again.
- Work with the Tenant Complaints Group to review feedback, shape improvements and keep the tenant voice at the heart of decision-making.
- Promote the different ways tenants can raise a complaint, particularly for older and less digitally confident tenants.

Complaint Handling Satisfaction

Given the low number of complaints received, no meaningful trend analysis of complaint-handling satisfaction can be drawn. However, complaint outcomes and learning are reviewed through governance arrangements to ensure the process remains fair and effective

Board Oversight

Complaints performance, outcomes, learning and compliance with the Housing Ombudsman's Complaint Handling Code are reported annually to the Six Town Housing Board to provide oversight, challenge and assurance

Conclusion

Complaint volumes remained low during 2025/26, with no Housing Ombudsman investigations and full compliance achieved against complaint handling timescales. While no recurring themes were identified, learning from individual complaints has been used to strengthen services and improve support for residents. Six Town Housing remains committed to handling complaints fairly, learning from feedback and maintaining compliance with the Housing Ombudsman's Complaint Handling Code.