

ANNUAL FEEDBACK, COMPLAINTS & SERVICE IMPROVEMENT REPORT

2025-2026



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PURPOSE OF THIS REPORT

Welcome to our **third annual Feedback Performance and Service Improvement Report**. At Brighter Futures, we believe feedback - both positive and negative - is essential to improving the services we deliver to our customers.

This report:

- Summarises how we handled complaints between **1 April 2025 and 31 March 2026**.
- Shares what we learned from customer feedback.
- Highlights improvements we've made as a result.
- Demonstrates transparency and compliance with the **Housing Ombudsman Complaint Handling Code**.

OUR COMMITMENT TO FAIR COMPLAINT HANDLING

Brighter Futures is a member of the **Housing Ombudsman Service**, and independent body that reviews unresolved social housing complaints.

From **1 April 2024**, the **Social Housing (Regulation) Act 2023** strengthened the Ombudsman's role, introducing a mandatory **Complaint Handling Code**. We are fully committed to meeting - and exceeding - these standards.

Good news for 2025-2026:

- No Ombudsman investigations.
- No findings of non-compliance.
- No Complaint Handling Failure Orders

Housing
Ombudsman Service



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COMPLAINTS AT A GLANCE (2025–2026)

	2024-2025	2025-2026
Total Complaints Received	16	47
Stage 1 Complaints	13	39
Stage 2 Complaints	1	5
Ongoing Complaints	2	3
Complaints Not Accepted	0	1
Referred to the Ombudsman	0	0
Upheld	6	12
Partially Upheld	4	7
Not Upheld	5	28
Withdrawn	3	1
Extensions	0	2

COMPLAINTS BY QUARTER

Quarter	Period	Number of Complaints
Q1	Apr-Jun 2025	8
Q2	Jul-Sep 2025	14
Q3	Oct-Dec 2025	10
Q4	Jan-Mar 2026	15

The highest number of complaints were received in Quarter 4.

HOW CUSTOMERS CONTACTED US

We offer multiple ways to make a complaint, ensuring accessibility for all customers:



COMPLAINTS INBOX: 20



TELEPHONE: 8



CUSTOMER SERVICES EMAIL: 6



LETTER: 6



CENTRAL INBOX: 5



FACE TO FACE: 2



ONLINE FORM: 0

COMPLAINT RESPONSE TIMES

We met or exceeded the **Housing Ombudsman Complaint Handling Code** timescales throughout the year.



STAGE 1

- On average, we acknowledged Stage 1 complaints within **1-3 days** (target: 5)
- On average, we completed Stage 1 complaints within **7-9 days** (target: 10)



STAGE 2

- On average we completed Stage 2 complaints within **10-18 days** (target: 20)
Any ongoing cases are actively monitored.

WHAT WE LEARNED & WHAT WE CHANGED

YOUR VOICE MATTERS!

We're committed to more than just hearing your feedback - we listen to it and act on it.

YOU SAID	WE DID
The support we provide does not meet your expectations.	Introduced a duty staff rota to ensure continuity when staff are unavailable.
There is not enough notice for contractor visits.	Implemented a minimum 24-hour notice rule for all visits.
Unsafe furniture has been dumped in communal areas.	Removed hazards the same day and reinforced disposal guidance with customers.
There was flooding in neighbouring properties.	Liased with Stoke Council to resolve incorrectly fitted equipment and improve communication.
There were delays in processing invoices.	Strengthened finance processes, introduces oversight reporting, and improved accountability.

WHAT CUSTOMERS TOLD US

Out of 20 customers who completed our complaints follow-up survey the below helps us understand:

	2024-2025	2025-2026
How clearly we communicated	6	20
How seriously we took concerns	7	12
Satisfaction with outcomes	6	17
Overall experience	7	14
Questions unanswered	3	7
Did not wish to complete/unable to contact	0	4

Survey results are reviewed and used to improve service quality across teams.

THEMES AND TRENDS

- Customers use a wide range of channels to complain.
- We have identified two primary complaint themes: **staff-related issues** and **process-related issues** in 2025-2026.
- Learning actions are actively tracked and monitored.
- We continue to **encourage feedback** as a vital tool for improvement.



WHAT'S NEW IN 2025–2026



Customer Experience Manager role introduced.

Customer Experience Committee reporting to the Board.



Launch of our **new website**:
<https://www.brighter-futures.org.uk>



100% of staff have completed allocated complaints handling training.



COMPLIMENTS MATTER TOO

We celebrate positive feedback and share compliments internally so staff can see the real impact of their work. Compliments are included in our quarterly **Complaints, Compliments and Lessons Learned** updates.

We have received a variety of compliments from Customers to Members of the Public.

Hospitality

'Thanks for being lovely and helping me.'

Property Services

'Praised the guys for attending promptly.'

Customer Services

'You have been really helpful.'

Communications

'Thanks for working collaboratively on a Newsletter.'

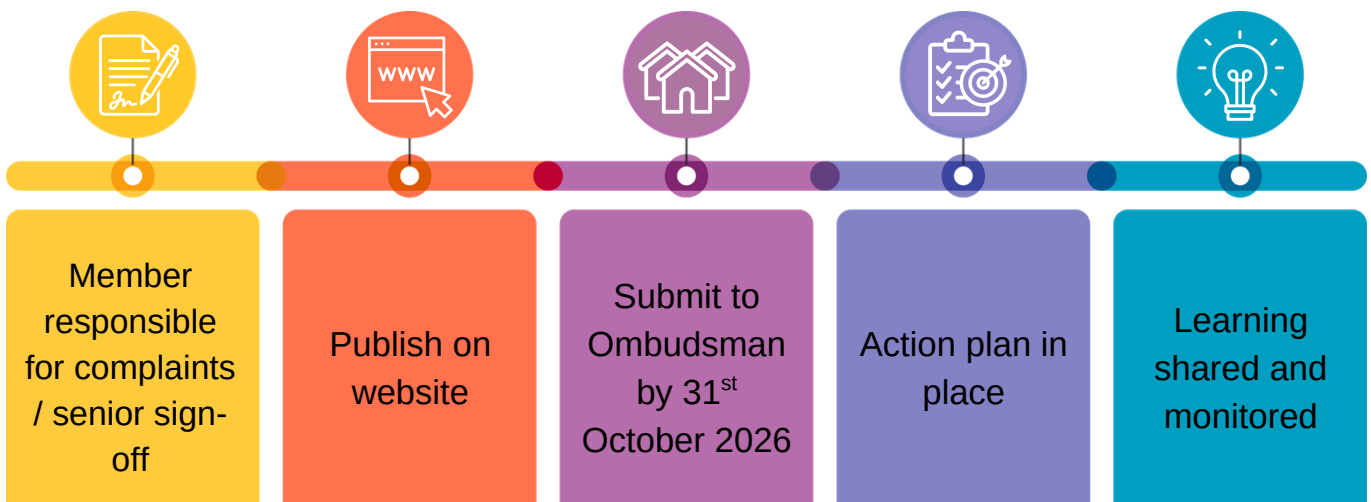
Housing Sustainment

Compliments to her Housing Sustainment Worker, he listens and offers advice.

Women's Project

'Thanks for helping a member of the public's elderly parents outside of The Observatory.'

NEXT STEPS ...



HOW TO GIVE FEEDBACK

Website: www.brighter-futures.org.uk

Email: complaints@brighter-futures.org.uk

Phone: 01782 406000

Post: Three Counties House, Festival Way,
Stoke-on-Trent, ST1 5PX

In Person: Speak to any member of staff

