



Homes & Places Committee Complaints Report

Data as at the end of Quarter 4 2025/26

Metrics	FY Performance for 24/25	Q1 Performance Q1 25/26 only	Q2 Performance Q2 25/26 only	Q3 Performance Q3 25/26 only	Q4 Performance Q4 25/26 only	Performance as at end of Q4 25/26		Q4 25/26 Target flightpath	25/26 Target	Movement vs Q3 25/26
Compliance										
Complaints resolved at Stage 1	74%	68%	71%	73%	60%	68%		75%	75%	Decreasing
Stage 1 Complaints acknowledged in timescale - all inc. non Customer	100%	100%	99%	99%	99%	99%		97%	97%	Stable
Stage 1 Complaints responded in timescale (TSM CH02) - all inc. non-Customer	97%	99%	99%	98%	98%	99%		97%	97%	Stable
Stage 2 Complaints acknowledged in timescale - all inc. non Customer	100%	100%	100%	99%	98%	99%		97%	97%	Stable
Stage 2 Complaints responded in timescale (TSM CH02) - all inc. non-Customer	95%	100%	98%	99%	96%	98%		97%	97%	Stable
Performance										
Complaints per 1,000 homes (all cases/escalations)	105	22	21	27	22	92		72	95	Stable
Complaints rejected	3%	7%	6%	5%	5%	6%		N/A - Monitoring Purposes Only	N/A	Decreasing
Stage 1 Complaints logged (all inc. non-Customer)	1,556	333	304	416	339	1,392		N/A - Monitoring Purposes Only	N/A	Stable
Stage 2 Complaints logged (all inc. non-Customer)	422	99	106	124	144	473		N/A - Monitoring Purposes Only	N/A	Increasing
Ombudsman Complaints logged (all inc. non-Customer)	51	22	35	23	21	101		N/A - Monitoring Purposes Only	N/A	Decreasing
Complaints logged resulting in Service Recovery - all inc. non-Customer	13%	25%	15%	9%	6%	26%		N/A - Monitoring Purposes Only	N/A	Stable
Complaints escalating to Stage 2 - all inc. non-Customer	24%	22%	25%	23%	31%	25%		N/A - Monitoring Purposes Only	N/A	Increasing
Complaints escalating to Ombudsman - all inc. non-Customer	3%	5%	8%	4%	5%	5%		N/A - Monitoring Purposes Only	N/A	Decreasing
Stage 1 Complaints partially upheld - all inc. non-Customer	No data	1%	6%	9%	15%	8%		N/A - Monitoring Purposes Only	N/A	Increasing
Stage 1 Complaints upheld - all inc. non-Customer	80%	68%	64%	65%	56%	63%		N/A - Monitoring Purposes Only	N/A	Decreasing
Stage 2 Complaints partially upheld - all inc. non-Customer	No data	2%	5%	5%	13%	7%		N/A - Monitoring Purposes Only	N/A	Increasing
Stage 2 Complaints upheld (all inc. non-Customer)	76%	46%	41%	50%	41%	44%		N/A - Monitoring Purposes Only	N/A	Decreasing
Service Improvement (5 most common RCA reasons for complaints)										
Service Improvement - Appointment not kept (missed, late, or cancelled)	10%	14%	15%	22%	13%	16%		N/A - Monitoring Purposes Only	N/A	Decreasing
Service Improvement - Standard of Work	10%	8%	10%	9%	9%	9%		N/A - Monitoring Purposes Only	N/A	Stable
Service Improvement - Poor Communication	8%	14%	12%	4%	3%	8%		N/A - Monitoring Purposes Only	N/A	Decreasing
Service Improvement - Unreasonable delays	6%	5%	5%	7%	6%	6%		N/A - Monitoring Purposes Only	N/A	Stable
Service Improvement - Colleague Behaviours	6%	5%	5%	6%	5%	5%		N/A - Monitoring Purposes Only	N/A	Stable

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Customer Demographics	All Customers with active tenancies/agreements	Complaints from recorded customers	Customer Geography	All Customers with active tenancies/agreements	Complaints from recorded customers
Gender			Local Authority		
Male	36%	34%	Barnsley	6%	3%
Female	53%	54%	Bradford	11%	11%
Prefer not to answer	1%	1%	Calderdale	4%	5%
Not Recorded	9%	11%	Doncaster	2%	1%
First Language			East Riding of Yorkshire	3%	3%
English	71%	77%	Kingston upon Hull, City of	0%	0%
Other	3%	2%	Kirklees	8%	9%
Not recorded	15%	13%	Leeds	19%	16%
Prefer not to answer	12%	8%	North Yorkshire	28%	32%
Ethnicity			Rotherham	1%	1%
Asian/Asian British	4%	4%	Sheffield	3%	4%
Black/African/Caribbean/Black British	2%	8%	Wakefield	8%	6%
Mixed	1%	8%	York	8%	9%
White	67%	62%			
Other Ethnic Group	1%	1%			
Unrecorded	16%	12%			
Prefer not to answer	10%	5%			
Age					
18-39	24%	31%			
40-59	31%	35%			
60-79	23%	24%			
80+	7%	3%			
Prefer not to answer	15%	8%			
Vulnerability UDC					
Vulnerability UDC Recorded	25%	21%			
No Vulnerability	75%	79%			

- Across our customers there is no statistically significant evidence of difference of outcome in any specific demographic.
- A higher rate of customers complaining identifying as Black/African/Caribbean/Black British and Mixed Ethnicity and between the ages of 18 and 39 has been noted, and will be further monitored in the new financial year.





Homes & Places Committee Complaints Report

Data as at the end of Quarter 3 2025/26

Glossary	
Compliance	
Cases resolved at Stage 1 (as % of cases resolved)	Cases closed at stage 1 and not escalating to stage 2 or ombudsman
Stage 1 Cases acknowledged within timescale	% Stage 1 Cases acknowledged within 5 days of case being logged
Stage 1 Cases responded to within timescale	% Stage 1 Cases responded to within 10 days of acknowledgement (excluding time on hold)
Stage 2 Cases acknowledged within timescale	% Stage 2 Cases acknowledged within 5 days of case being logged
Stage 2 Cases responded to within timescale	% Stage 2 Cases responded to within 20 days of acknowledgement (excluding time on hold)
Performance	
Cases rejected	The percentage of cases recorded rejected, as a percentage of all cases logged (above)
Cases logged resulting in Service Recovery	The percentage of cases recorded resulting in service recovery, as a percentage of all cases logged (above)
Stage 1 Complaints logged (all inc. non-Customer)	All cases logged as Stage 1 Complaints excluding those subsequently cancelled from the system before the report date
Stage 2 Complaints logged (all inc. non-Customer)	All cases logged as Stage 2 Complaints excluding those subsequently cancelled from the system before the report date
Ombudsman Complaints logged (all inc. non-Customer)	All cases logged as Ombudsman Complaints excluding those subsequently cancelled from the system before the report date
Complaints per 1,000 homes (all cases/escalations)	The number of Stage 1, 2 and Ombudsman cases per 1,000 Low-Cost Rental and Low-Cost Homeownership homes managed by YHL
Cases escalating to Stage 2	The percentage of cases escalating to stage 2, as a percentage of all cases logged (above)
Cases escalating to Ombudsman	The percentage of cases escalating to ombudsman, as a percentage of all cases logged (above)
Stage 1 cases upheld	The percentage of stage 1 cases upheld, as a percentage of all stage 1 cases closed
Stage 1 cases partially upheld	The percentage of stage 1 cases partially upheld, as a percentage of all stage 1 cases closed
Stage 2 cases upheld	The percentage of stage 2 cases upheld, as a percentage of all stage 2 cases closed
Stage 2 cases partially upheld	The percentage of stage 2 cases partially upheld, as a percentage of all stage 1 cases closed

