



Complaints Performance and Service Improvement Report

2025 - 2026

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Thank you for reading our 2025 – 2026 Complaints Performance and Service Improvement Report. This report provides you with information relating to all the complaints that Elim has handled between April 2025 and March 2026.

This report can be read alongside Elim's self-assessment against the [Housing Ombudsman's Complaint Handling Code](#).

The Complaint Handling Code sets out best practice for landlord's complaint handling procedures. Compliance with the code helps all landlords ensure that they deal with complaints in a positive manner and that there is learning from the complaints process that helps to improve services.



Elim's approach to complaint handling

Although we believe that Elim is compliant with each aspect of the Complaint Handling Code, we know that there is always room for improvement in the way we handle and learn from complaints.

Policy and Procedure

We did not make any changes to our Complaints Policy following our 2025 – 2026 self-assessment against the Complaints Handling Code.

You will find a copy of our Complaints Policy and Procedure under the 'Complaints and Feedback' section of the Elim website.

An increased number of complaints

Over the last twelve months, the number of complaints Elim has received has almost doubled in comparison to the previous year. We believe this is a positive trend, and hope that all the complaints we receive help us to learn and improve our services. We want to make sure that any customers that are dissatisfied with the service they receive feel able to raise these issues, and confident that their complaints will be handled fairly, sensitively and in a manner that leads to better service delivery.

Survey feedback

Our rolling customer satisfaction survey identified that only 47% of those asked in 2025-26 were satisfied with the complaint handling process.

This figure remains unchanged from the prior year, and although it is a higher score than the social housing sector average, we still have clear room for improvement.

We will continue to increase the promotion of complaints processes and our approach to complaints handling and ensure that colleagues always feel confident to play their role in the complaints process – both in the raising and encouragement of complaints, and in the delivery of continuously improving services that meet our customers' needs.

Since 2025 we have held an Annual Complaints Review and training session for all Elim colleagues. This enables us to ensure every member of our team is familiar with the complaints procedure and best placed to support customers to make complaints. We also use these sessions to make sure that all colleagues are aware of the complaints we have received over the previous 12 months, the key themes arising from these complaints, and the action that we have taken as a result of the complaints we have received.

Our complaints handling in numbers

Between April 2025 and March 2026 Elim Housing Association received a total of 29 complaints. This is an increase from the 15 complaints which were recorded in the previous year.

Of the 29 complaints, 24 were made directly by Elim residents. 3 complaints were from relatives of Elim residents and 2 were made through the Citizens Advice Bureau on behalf of Elim residents.

Lime Property Ventures, which is a commercial subsidiary of Elim providing 22 units of student accommodation, received 3 complaints during the year. All these complaints were resolved at stage one. They are not included in this report, which relates to Elim Housing Association only.

Number of complaints received and resolved by quarter:

Quarter	Number of complaints received	Number of complaints resolved
Quarter 1 (April, May, June)	7	• 6 resolved at stage 1 • 1 resolved at stage 2
Quarter 2 (July, August, September)	6	• 6 resolved at stage 1
Quarter 3 (October, November, December)	7	• 6 resolved at stage 1 • 1 resolved at stage 2
Quarter 4 (January, February, March)	9	• 6 resolved at stage 1 • 2 resolved at stage 2 • 1 unresolved

No Refused Complaints

Our Complaints Policy explains the reasons why we might not accept a complaint for investigation.

In 2025 – 2026 we accepted all the complaints that we were asked to investigate; none were refused.



Timeframes

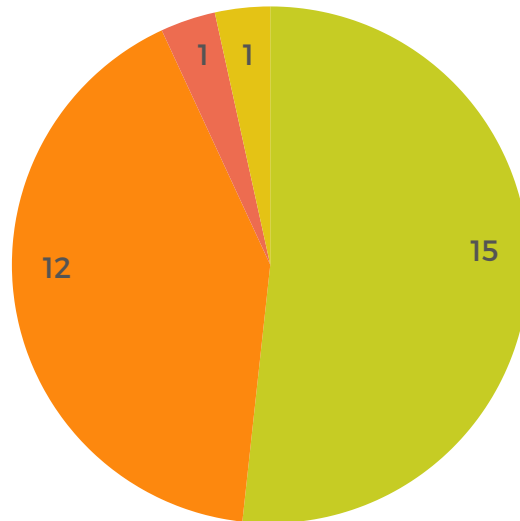
Of the 29 complaints, 27 were handled within the timeframes specified within the Complaints Handling Code. This requires stage 1 complaints to be handled within 10 working days of acknowledgment (or by exception, within a further 10 working days if additional time is required and this is agreed with the complainant), and stage 2 complaints to be handled within 20 days of acknowledgement (or by exception, within a further 20 working days if additional time is required and this is agreed with the complainant).

Within the year, there were 2 cases where we exceeded the timeframes set out in the Complaints Handling Code. In this instance, this was a result of the complainant's request for us to delay the completion of the investigation and the complaint outcome letter until it was convenient around personal circumstances. One complaint from quarter 4 also fell outside the stage 2 complaint handling timeframes due to the complainant's delayed decision to escalate their complaint. The request to escalate has been accommodated even though it exceeds policy timeframes.

Key complaint themes

Here is the breakdown of the complaints we received from the different types of housing Elim provides:

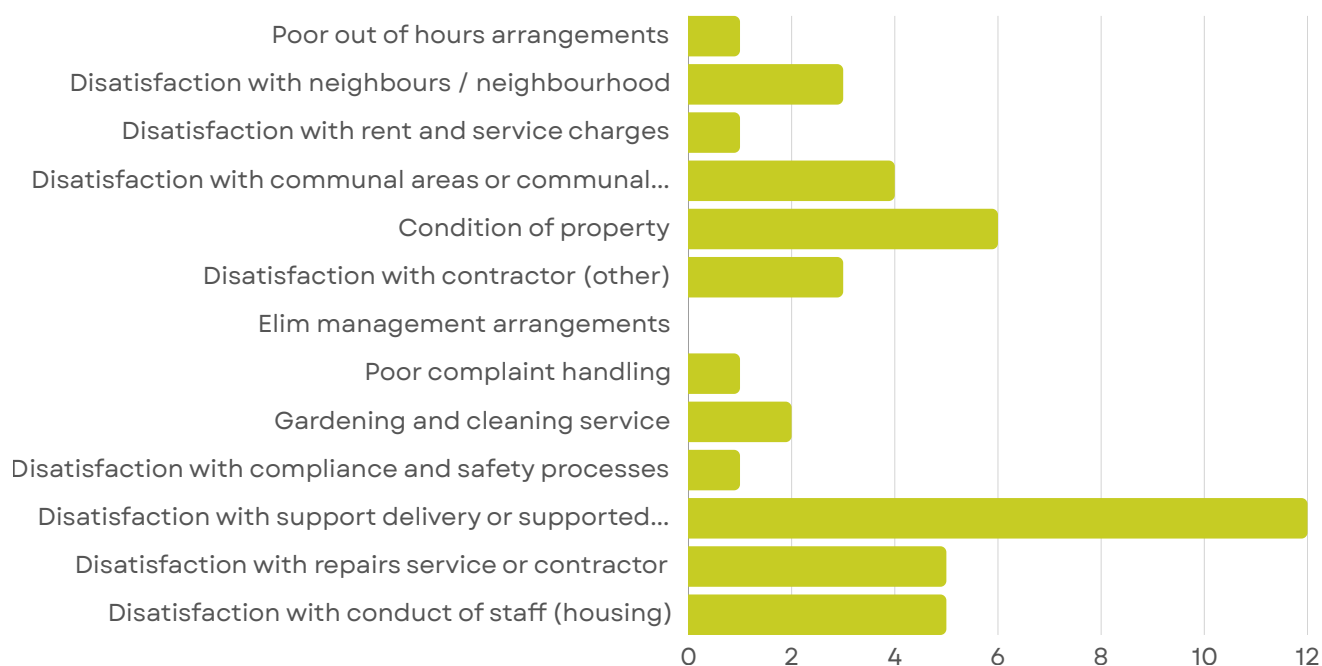
- General Needs Housing
- Support Services
- Gypsy & Traveller Housing
- Shared Ownership Housing



Here are the reasons for the complaints we received.

Although we only received 29 complaints, some complainants wanted us to address several issues so a single complaint may have required investigation into a number of different areas.

Reason for Complaints 2025 - 2026



Some of the reasons for the complaints received during 2025 – 2026 are quite different from the main complaint themes from the previous year. We have set out some of the key observations in relation to this below.

- Equal to the previous year, 20% of the complaints we received in 25-26 related to our repairs service or property condition.
- There was a significant increase in the number of complaints from our supported housing services, primarily focusing on dissatisfaction with support received.
- 10% of complaints related to our handling of perceived anti-social behaviour.
- Just over a quarter of complaints related to dissatisfaction with Elim contractors (repairs, cleaning and gardening and development services)
- The complaint relating to rent and service charges came from a Shared Owner and relates to our ongoing poor handling of charges for this customer group.

Complaints outcome – how many complaints were upheld

Of the 29 complaints received by Elim Housing Association, 28 of these were partially or fully upheld.

This means that we carried out an investigation and found evidence that supported the complaint and demonstrated that something may have gone wrong or could have been improved.

We made an offer of financial compensation in relation to 6 of the 29 complaints.

Service improvements and learning from complaints

Action was taken to address the specific actions raised by each complainant in each case. Some of these complaints were very unique, but other complaints highlighted learning or service improvements that were relevant to whole teams or different parts of the organisation.

Over the course of the year, the following learning or service improvements have been implemented because of our complaint handling:

- Two complaints led to formal internal investigations and associated action in relation to a colleague or contractor's behaviour or performance.
- We have agreed to undertake a customer survey at the end of a major fire safety works project to understand what we did well and how we can take improvements into future projects.
- Several complaints led to follow up communication and request for outstanding action, or a reminder of the service standards expected of various internal contractors.
- A House Meeting was held at one of our shared supported accommodation schemes for residents to discuss the condition of the communal area and potential solutions donation use or storage.

- Similar to the prior year, several complaints served as an important reminder for Elim colleagues, particularly our Housing Officers or Supported Housing Officers, to monitor the progress of post estate inspection requests or other outstanding repairs so that we can take a lead role in following up before the customer feels the need to chase for these repairs.
- A small number of complaints about Elim colleagues resulted in additional training and shadowing opportunities so that the relevant colleague could develop confidence and continue learning from more experienced team members.
- One complaint led to the improvement of our Mutual Exchange procedure and an updated home visit process and property inspection form.
- One of the complaints highlighted potential improvements in our communication of move-on expectations in our supported housing accommodation, and our communication in relation to Priority Banding and Private Rented Sector move-on options. Our team leaders will be reviewing this with our Supported Housing Officers as part of ongoing support planning work.
- One colleague has offered to work with an Elim customer so that they can help to influence, review and improve our customer communication relating to fire safety, drills and evacuation and the new resident fire safety induction.

Findings of non-compliance with the Complaint Handling Code by the Ombudsman

Elim had no findings of non-compliance with the Complaint Handling Code by the Housing Ombudsman in 2025-2026, and there were no relevant reports relating to Elim's complaint handling within this period.



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