archeshousing

Your Complaints, Our Learning

Complaints Performance and Learning Report 2025-26

www.archeshousing.org.uk

A message from our **Board of Management**

Your complaints help the Board understand what it is like to receive services from Arches and where we need to do better. This year, we have seen some positive signs in repairs, communication and how we deal with anti-social behaviour. However, satisfaction with complaint handling is still too low, and some tenants are still facing delays, unclear updates and work that is not completed as expected.

Last year, the Board asked Arches to make sure the complaints process remained fair and easy to use, and to make better use of what tenants told us. We have continued to check access to the complaints process and improved how complaint actions are recorded and followed up.

Separately, learning from complaints has led to changes in wider services, including clearer communication plans, better repairs information and stronger checks on contractors' work. These are important steps, but we want to see clearer evidence that they are making a consistent and lasting difference to your experience.

We are grateful to every tenant who took the time to tell us about their experience. We know that making a complaint can take time and effort, and we do not take that for granted. What you tell us helps us understand what is working, what is not and where we need to change.

In the year ahead, the Board will keep checking progress and challenging Arches to improve complaint handling, communication and the reliability of repairs. We will also make sure that the changes made are genuinely improving services for tenants.

Alan Long

Chair

Tracy Watterson

Member Responsible for Complaints

Alan Long - Chair

Tracy Watterson - Member Responsible for Complaints

Welcome:

We want you to tell us when something has gone wrong.

Complaints help us put things right and show us where our services need to improve. This report covers complaints received between **1 April 2025** and **31 March 2026**.

It shares what tenants told us, what we learned, the changes we have made and what we still need to do better.

Find out **more:**

For more information on our complaints process, how to raise concerns or to read our full complaints report, please visit our website at:

https://www.archeshousing.org.uk/about-arches-latest-news/contact-us/complaints-and-compliments/

The year at a **glance:**

94
New complaints
13 refused

80
Stage 1 completed

61
Upheld (76.25%)

9
Stage 2 (11.1%)

0
Ombudsmen cases

100%
answered within the required timescales

80%
were about homes and repairs

Why we **refuse** complaints:

We recorded **13** complaints that did not continue through the full complaints process. Some were withdrawn or raised in error.

Others were not accepted because they were outside our complaints policy, repeated a complaint already answered, or we did not have enough information to carry out a fair investigation.

We consider each case on its own facts, explain our decision and tell the tenant that they can ask the Housing Ombudsman to review it.

What tenants **told us:**

1. Appointments were sometimes missed, changed or not explained clearly.
2. Updates were not always timely or consistent.
3. Some repairs needed repeat visits because the cause of the problem was not identified early enough.
4. Agreed actions and follow-on work were not always completed when expected.
5. The quality of some repairs and contractor services fell below the standard tenants should expect.

These issues were most common in complex repairs involving several visits, contractors or follow-on works.

We completed **8,391** repairs during the year, with around nine complaints for every **1,000** repairs.

Most tenants received a satisfactory repairs service, but we know the experience was not consistent for everyone.

You said, we learned, **we changed:**

You said	We learned	What we changed
"Keep me informed and explain what happens next."	Regular, clear updates make a real difference.	We introduced communication plans for anti-social behaviour cases, complex repairs and planned works.
"Get the repair right first time."	Finding the cause early can prevent delays and repeat visits.	We trained staff, used more photographs and checked major repairs more closely.
"Do what you said you would do."	Someone needs to take responsibility and make sure agreed actions are completed.	We improved how we track actions and check that promises are kept.
"Make sure contractors provide a good service."	When our contractors let you down, Arches has let you down too.	We now challenge contractors more and carry out stronger checks on their work.
"Use the information you already hold."	Good records help us make better decisions and avoid asking you for the same information again.	We improved our records and made important tenant and property information easier for staff to find.

What **improved:**

Measure	2024/25	2025/26	Change
Satisfaction with repairs	85.0%	86.3%	↑
Satisfaction with repairs timescales	82.8%	86.6%	↑
Satisfaction with being kept informed	81.6%	86.3%	↑
Satisfaction with anti-social behaviour handling	71.5%	77.1%	↑
Stage 2 escalation	13.6%	11.1%	↑
Satisfaction with complaint handling	49.3%	50.8%	↑

These results show some welcome progress in repairs, communication and anti-social behaviour services. But satisfaction with complaint handling is still too low.

We need to listen carefully, explain our decisions clearly and make sure we do what we have promised.

What we need to do **better:**

1. Make repairs more reliable, especially when several visits or contractors are involved.
2. Keep you updated and explain what will happen next.
3. Resolve more issues when you first contact us. This fell from 53% to 41% during the year.
4. Check that agreed actions are completed.
5. Make our complaint responses clearer, fairer and easier to understand.

What we need to do **next:**

1. Improve the quality of repairs and find the cause of problems sooner.
2. Make sure contractors keep appointments and carry out work to a good standard.
3. Resolve more issues when you first contact us, so you do not have to chase us.
4. Give clear and regular updates.
5. Use complaints and other feedback to check that our changes are working.

Putting things **right:**

We paid **£4,998.24** in compensation and goodwill payments where our service caused inconvenience, delay or a greater impact.

Most payments were between **£25** and **£100**. The highest was **£899**. Compensation is only one part of putting things right. We also apologise, take practical action and learn from what went wrong.

Fair and **accessible:**

We checked our complaints service against the Housing Ombudsman's Complaint Handling Code and met all its requirements. You can review our **full self-assessment here**.

We did not find any clear signs that some groups of tenants were less likely to know how to make a complaint or to make one. We looked at whether this differed because of tenants' gender, ethnicity, disability, age or other personal circumstances. This matters because everyone should have the same chance to raise a concern, be listened to and help us improve our services.

We will continue to check who is making complaints and take action if some groups are not using the process as much as we would expect.

Thank you for speaking up:

Thank you to everyone who told us about their experience. Speaking up helps us see what is working, what is not and where we need to make changes.

We will keep sharing what we have learned and the difference your feedback has made.

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