

Snapshot of our Annual Complaints Performance and Service Improvement Report 2024/25

Customer feedback gives us important information about how our customers view our services. It helps us see where we're doing well and where we can improve.

Here is a summary of our annual performance and service improvement report.

Scan the QR code to read our full report to find out more



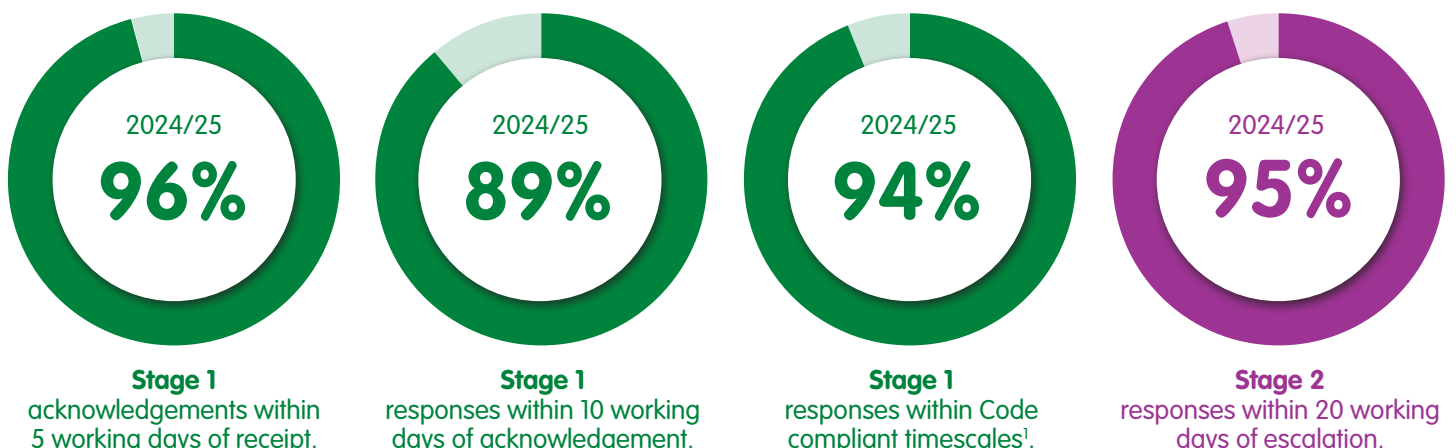
Number of complaints received

In 2024-25 we received 434 formal complaints, of which 88 were escalated to Stage 2 review. One complaint was refused during this period:



We resolved **80%** of the complaints at **Stage 1**, showing that our investigations were fair and thorough.

Complaints Performance



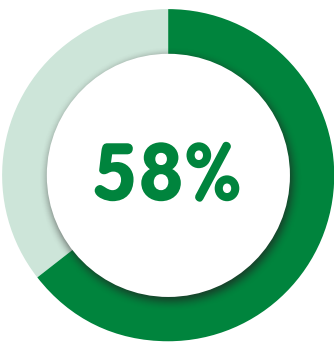
¹ Code-compliant = extension deadlines met within an additional 10 working days with Code compliant reason for extension.

Complaints by Team

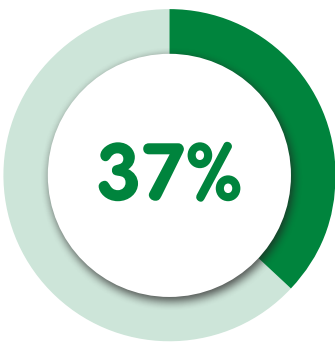


Complaints by Theme

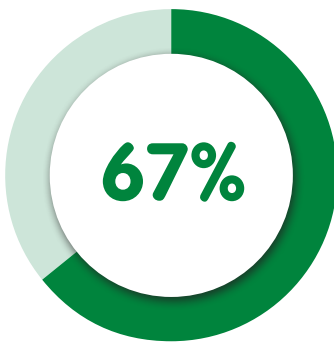
The top three themes for complaints in 2024/25 are:



of complaints relating to **unresolved issues** concerned the repairs team.



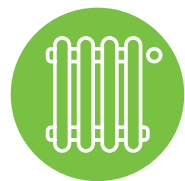
of complaints relating to **poor level of service** concerned the repairs team and 17% were about the housing teams, including caretaking and cleaning and community safety.



of complaints relating to **time taken** were related to the repairs team. The remaining complaints were spread among several other teams.

Housing Ombudsman Service (HOS)

We received five Housing Ombudsman determinations in 2024/25 which contained one finding of maladministration and two findings of service failure. The maladministration determination related to handling of reports of a neighbour breeding dogs.



Failure to find a lasting solution to a heating issue.



Outstanding repair works after completion of a mutual exchange.



Call handling when speaking to a vulnerable customer.



Complaints investigation response.



The overall handling of a mutual exchange.

Within the determinations, Salix Homes received **nine** orders and complied with **100%** of these.

Compliments

