

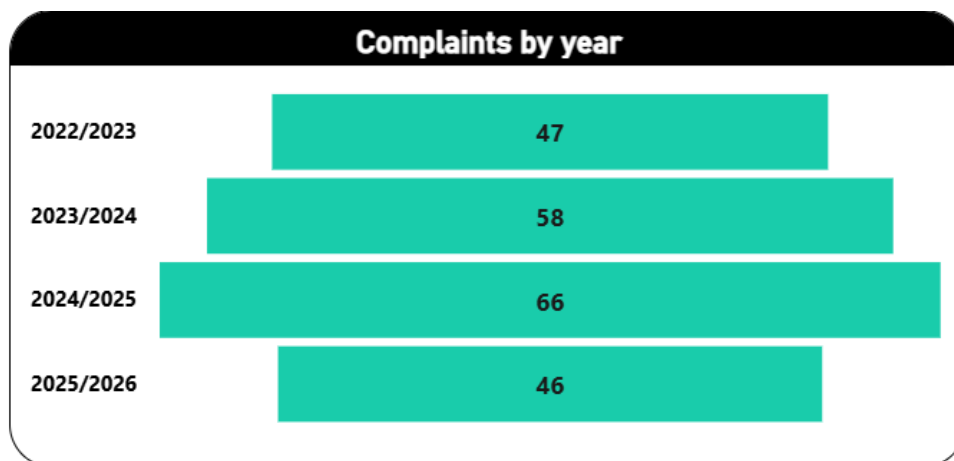
Title: Complaints Annual Report 2025-2026

1. Purpose

This report provides an analysis of identified and emerging trends in the feedback we receive from stakeholders, clients, and members of the public. This report covers complaints received from April 2025 - March 2026.

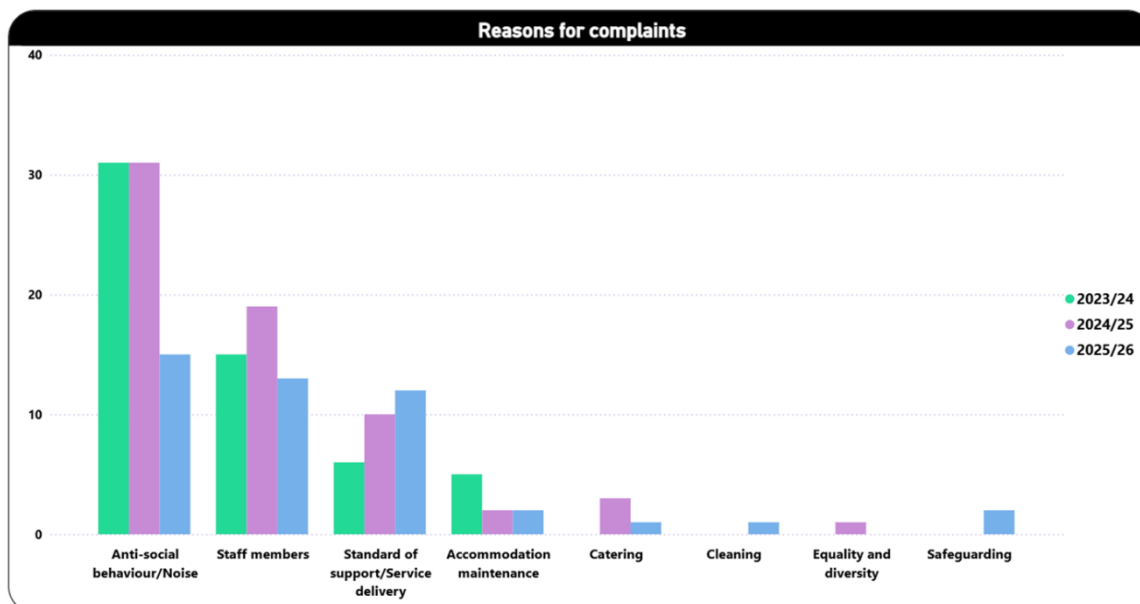
2. Complaints analysis for 2025/2026

- The number of complaints this year decreased by 20, from 66 in 2024/25 to 46 in 2025/26.
- 37 complaints were resolved at stage one, and nine at stage two.
- We had four complaints in quarter four, 15 in quarter three, nine in quarter two and 18 in quarter one.
- There were two complaints in the year where the full process wasn't followed within the correct timeframe. Both complaints have since been resolved.
- £874 compensation was offered at stage 2, which was not accepted.



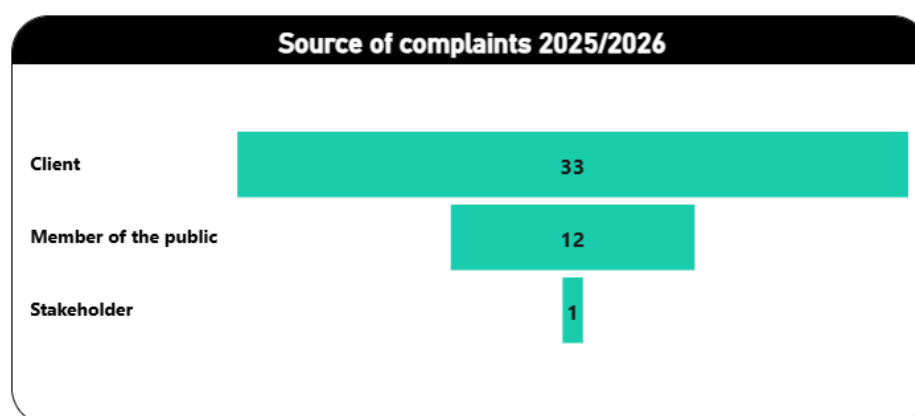
2.1. Reasons for complaints yearly comparison

- Anti-social behaviour/noise complaints have been the most common reason for complaints over the past few years. This type of complaint has seen a reduction this year, falling from 31 in the previous year to 15 this year, representing a reduction of approximately 52%.
- Complaints concerning the standard of support/service delivery have shown a consistent upward trend over the past three years, increasing from six in 2023/24 to 10 in 2024/25 and 12 in 2025/26.
- The graph below shows a comparison from 2023 onwards.



2.2. Where the complaints came from in 2025/2026

- Client complaints made up 72% of all complaints (33 out of 46), compared to 55% last year.
- Complaints from members of the public reduced by 14, with 12 such complaints received during the year.



2.3. Complaints from client's analysis

2.3.1 Repeat complainants

- This year we've had one client complain three times, spread across quarters one, two and three. All three complaints were similar, regarding anti-social behaviour by another client.
- We've had two complaints in quarter three from the same client, about service delivery and neither complaint was upheld.
- We have had one client we have managed under our vexatious complaint process, due to the nature and frequency of the issues raised, these ongoing complaints are not included in the numbers above.

2.3.2 Complaints and length of service

- This table relates only to complaints from clients
- The table below shows the amount of time clients have been in service when they made their complaints.
- In the final quarter there were no complaints made by clients.
- 48.5% of clients (16) who have made a complaint this year have been in service for less than six months, compared to 58.3% last year.

Clients' length in Service	QTR 1	QTR 2	QTR 3	QTR 4
0- 6 months	8	6	2	0
6-12 months	5	1	4	0
12-18 months	2	0	4	0
Over 18 months	0	0	1	0
Total	15	7	11	0

2.3.3 Complaints and age

- This table relates only to complaints from clients.
- 24.2% of our complaints came from clients aged 16 to 25 years, compared to last year when this age category accounted for 52.8% of all client complaints.
- The highest number of client complaints came from clients aged in the 51-59 age group, with seven complaints, a static trend to the previous year.

Clients' complaints age	QTR 1	QTR 2	QTR 3	QTR 4
16-17	0	1	0	0
18-21	2	0	1	0
22-25	2	1	3	0
26-30	2	2	1	0
31-40	3	2	2	0
41-50	2	1	1	0
51-59	4	0	3	0
60-70	0	0	0	0
Over 70	0	0	0	0

2.4. **Complaints analysis by service year to date**

- The below table shows the number of complaints by service for each quarter.

Services with complaints by quarter 25-26				
Service	QTR 1	QTR 2	QTR 3	QTR 4
Southampton - Day Centre	2			
Safer Communities			1	
Portsmouth Mental Health - 9 Outram Road - 7 A-D Outram Road - 7 Outram Road - 76 Waverley Road - Portsmouth Mental Health Flats	1		3	
Portsmouth Temporary Accommodation - Herbert Road - Foster Road	1	1	2	
Portsmouth Core Homelessness Service - Locksway Road - Hope House	1	1	1	1
Hampshire Social Inclusion - Fareham and Gosport - 101 Gosport Road	1	1		
Brent House	3			
Hampshire Social Inclusion - Havant - Leslie Nation	1			
West Berks Homelessness - 210 Newtown Road	2			
Basingstoke and Dean Social Inclusion and Homelessness service - May Place		1		
Hampshire Social Inclusion - Test Valley and Eastleigh - Dene Court - 250 Southampton Road	1	1		2
Oakdene Supported living - Oakdene House - 113 Locksway Road	1	2		
Isle Of Wight 16 Plus Single Homeless Pathway - Star Street - Surrey Street - Sandown Road - Fitzroy Street	1	1	1	
Portsmouth Young People - Foyer - Victoria Road South - All Saints			2	1
Isle Of Wight Adult Mental Health Crises Safe Haven	1		1	
Isle of Wight Homeless Pathway Outreach			3	
Bournemouth, Christchurch and Poole Housing First			1	
Wokingham Accommodation- based support for care leavers - Wokingham Young People		1		
Hampshire Social Inclusion Lot 1 - Grosvenor Road	1			
Pinewood	1			

3. Housing Ombudsman's report and findings

We have had two complaints escalated to the Housing Ombudsman in 2025/2026. The Ombudsman decided not to take the first of these forward and during 2025/2026 we had only had the initial notification of the second.

4. Complaints and tenants' satisfaction measures (TSM)

The tenant satisfaction measures are linked to our annual client survey. TSM9 asks clients whether they have made a complaint in the last 12 months. 16.2% of clients said that they had. This would equate to 108 complaints which is far in excess of the 33 client complaints we received. This may be due to clients classing service requests or informal complaints as a complaint in the TSM survey.

TSM09 asks how satisfied clients were with how complaints were handled, 41.6% of these clients gave a positive answer, it not possible to determine what proportion of these clients submitted a formal complaint. Further work is needed to ensure that both staff and clients understand our complaints process.

The tenant satisfaction measures also include measurements about the number of complaints in relation to the size of the landlord and complaints handling. Our performance is outlined below;

- **CH01 - number of complaints relative to the size of the landlord.**
We had 37 stage 1 complaints which equates to 47.4 complaints per 1000 dwellings
We had 9 stage 2 complaints which equates to 11.5 complaints per 1000 dwellings
- **CH02 - number of complaints that were handled within the Housing Ombudsman's code for handling complaints.**
94.6% of our stage 1 complaints were completed within the timeframe
100% of our stage 2 complaints were completed within the timeframe

5. Learning and improvements from complaints received throughout the year

Complaint area	Implemented Actions	Learning
Anti-social behaviour/Noise	• Letters circulated to all residents in the building to highlight the importance of maintaining good neighbourly relationships. • Suggestion box provided at the property so that residents can raise any issues anonymously. • Resident's meetings scheduled quarterly to help set expectations and address issues. • Police to now complete regular visits to the property and surrounding areas to check for disturbance caused by visitors. • Additional property checks put in place where needed.	• Clients to be made aware of the importance of maintaining good neighbourly relationships. • If any further disturbances take place involving visitors, staff have been encouraged to contact the police. • Clients created solutions in services to help reduce noise issues, giving them a sense of ownership of their home environments. • Staff required support to understand that reporting external anti-social behaviour both internally and externally would aid us in any future complaint investigations.

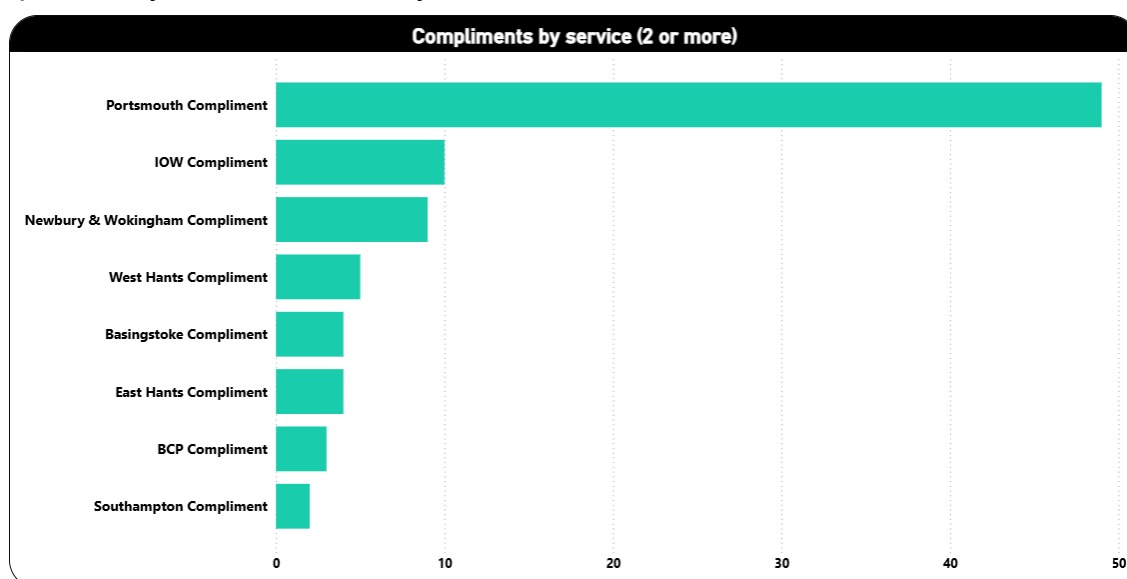
Complaint area	Implemented Actions	Learning
	• Additional night checks to take place to monitor any noise. • House meeting agenda included the importance of not causing any disturbance, both in and outside the service. • Additional training on reporting any anti-social behaviour taking place outside the building by unknown individuals. • We have continued to notify the relevant authorities within our partnership working agreements of any complaints received regarding anti-social behaviour.	
Service Delivery	• Reflective practice session to look at what best practice looks like and review current practices. • Request for additional training for agency staff around professional boundaries. • Review practices of staff responses to clients who are expressing themselves in difficult ways. • To review service guides to ensure that clear fire evacuation plans are included. • To create a clear procedure for contractors and staff which clearly documents when access issues have been identified. • To create guidance for staff and contractors on steps they should take if they find themselves being filmed by clients without their consent. • Discuss with the support team their roles and responsibilities as landlords. • Review on how we manage maintenance contractors on the Isle of Wight. • We will review and update client service guides to ensure clients	• With support from our psychologists, we are helping staff teams to recognise when they may be struggling to help clients in the correct way. We have run some sessions on the helper's dance which looks at our relationship to helping others and psychologists are supporting some teams to create team formulations to manage more complex clients within services. • Professional boundaries refresher training being considered more widely across the organisation. • Safeguarding procedures to be reviewed to ensure that guidance is available for staff to help teams manage certain situations. • Staff to have conversations with clients to understand how they would like to be communicated with, establishing a comfortable environment for the client. • Learnings have been identified around shortcomings within our maintenance processes and the quality of work delivered.

Complaint area	Implemented Actions	Learning
	have a full understanding of how contract maintenance works. • Support clients in accessing appointments to support mental health and substance misuse	• Continuing our planned programme of improving properties energy performance certificate ratings. • Staff needed additional support to understand the local homelessness team duties and processes after a notice was served to a client which then needed to be rescinded. • Review inventory and admissions checklists within local services. • Continued learning around support interventions and issuing warning letters. • Continue to look at support pathways into independent living. • Staff to be up to date with their quality and discrimination training.
Cleaning/Catering	• Communication with staff on overseeing and reporting complaints in line with our procedures. • Contract cleaners attended the service to perform a deep clean to bring the property back to an expected standard. • Action plans to be completed to cover service improvement and contingencies for unexpected absence of cleaners. • Contractors to monitor the performance and hours worked of their cleaners.	• At policy review for our Tell Us policy and procedure, we need to consider how complaints against our contractors are investigated to ensure we have a consistent approach for all complaints. • Cleaners to be reminded to sign in upon each visit. • Improve communication with cleaners.
Maintenance	• Staff to support clients to follow their license agreements in keeping their rooms in a clean condition. • Ensure clients use the bins provided around the property. • Going forward, where rooms are unsatisfactory or clients are refusing to clean their rooms, we will have to charge them for pest control services	• Advice given by pest control must be followed to resolve future issues. • Maintenance reporting system discussed with clients in the service, and with staff to ensure that they knew how to raise concerns.

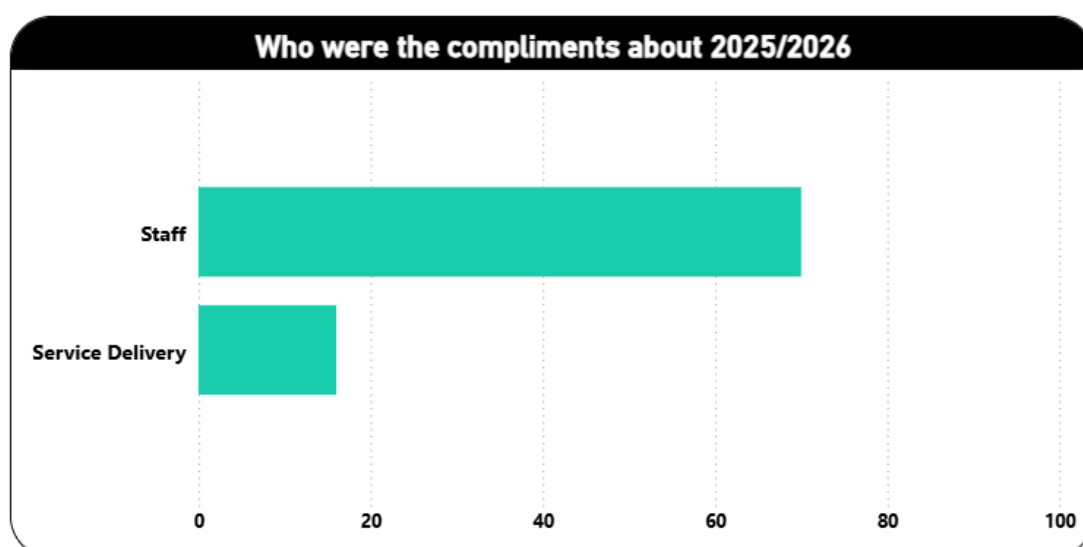
Complaint area	Implemented Actions	Learning
	or look at warnings/evictions as stated in their license agreement. Follow up on the outcome of the pest control visit to ensure any actions agreed are completed.	
Safeguarding	Meeting scheduled to identify a clear plan of how clients' medical conditions are shared with staff when doing handovers.	Review of handover process to ensure all relevant client support information is consistently communicated to all staff on shift.

6. Compliments

- 86 Compliments were received throughout the year, a reduction of 15 from the previous year. Breakdown by area below.



- 70 compliments were about staff members.
- 16 compliments were about service delivery.



7. Member responsible for complaints

The Two Saints Board received the 2026 self-assessment against the Complaint Handling Code and our annual complaints handling and performance report at the Board meeting of 19 May 2026. The self-assessment for 2026 identified that Two Saints was compliant with all requirements of the Complaint Handling Code, and the Board were pleased to approve this position. Feedback from the Board was positive and reflected Two Saints' ongoing commitment to improving and publicising our complaints handling process.

However, there is always more we can do, and the Member Responsible for Complaints, Rachel Pinchin, reflected on the need for the continuous promotion of our complaints process so that every Two Saints client has the knowledge, opportunity and support to make a complaint and see an improvement to the service they receive as a result.

"The Two Saints Leadership team have continued to learn from complaints and the Board have been pleased to see the direct connection between the complaints that have been received and the new way of working that have been implemented because of these complaints.

Importantly, the information received by the Board and the Member Responsible for Complaints, has demonstrated a positive complaints handling culture at Two Saints.

Complaints are raised and encouraged by colleagues, and it is evident that action has been taken to address the issues raised through the complaint handling process. Our leadership team have used the opportunity for complaints to highlight learning and service improvements that are relevant to whole teams or different parts of the organisation. We have been particularly pleased to see complaints inform colleagues' training and development programmes, and the ongoing involvement of Two Saints' clients in the identification and roll-out of complaint solutions and service change.

In 2025-2026 there has been a drop in the number of complaints received. The Board will monitor this over the year ahead to ensure that this does not form a downward trend. The leadership team will ensure all Two Saints colleagues feel able to confidently support clients to feel comfortable and equipped to tell us when they have a complaint. Practical guidance will also be provided through our Tell Us leaflet which will be updated and reissued in the coming year."

8. Next Steps

During 2026/2027 we will continue to support staff and clients understanding of our complaints process. We will review and republish our Tell Us leaflet to ensure clients know how to give us feedback and we will work with our managers to share learning across teams.