WARWICKSHIRE RURAL HOUSING ASSOCIATION

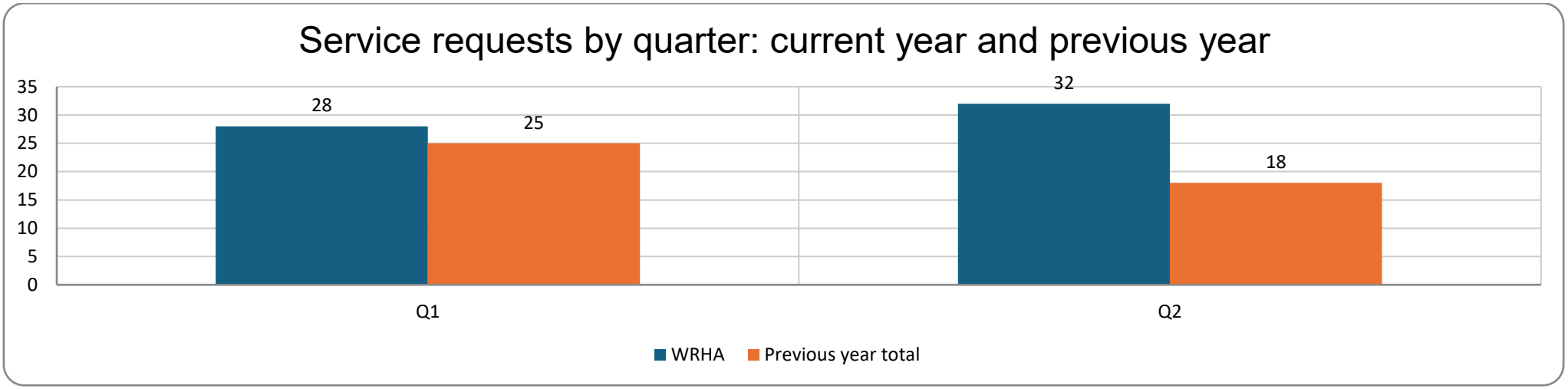
Quarterly complaints report

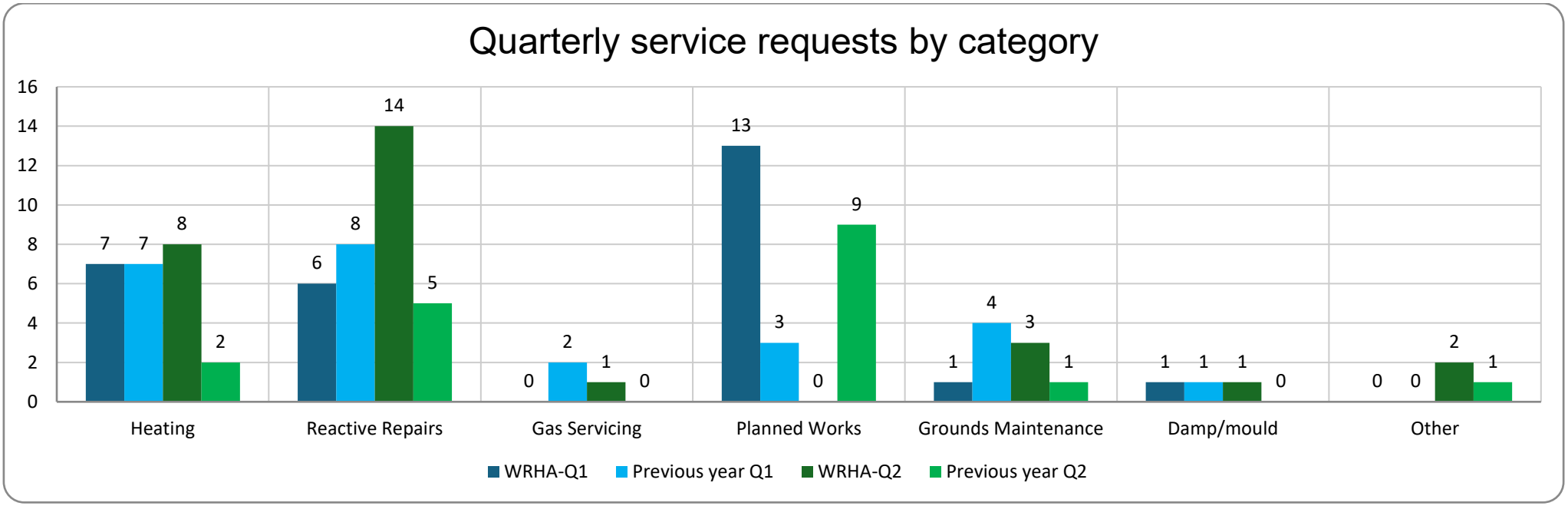
Quarter 2 | 1 July to 30 September 2026

QUARTER 2	32 Service requests	1 Stage 1 complaint resolved	1 Stage 2 review	0 Data protection complaints	0 STAIRs reviews	1 HOS determinations
YEAR TO DATE	60 Service requests	3 Stage 1 complaint resolved	2 Stage 2 review	0 Data protection complaints	0 STAIRs reviews	1 HOS determinations

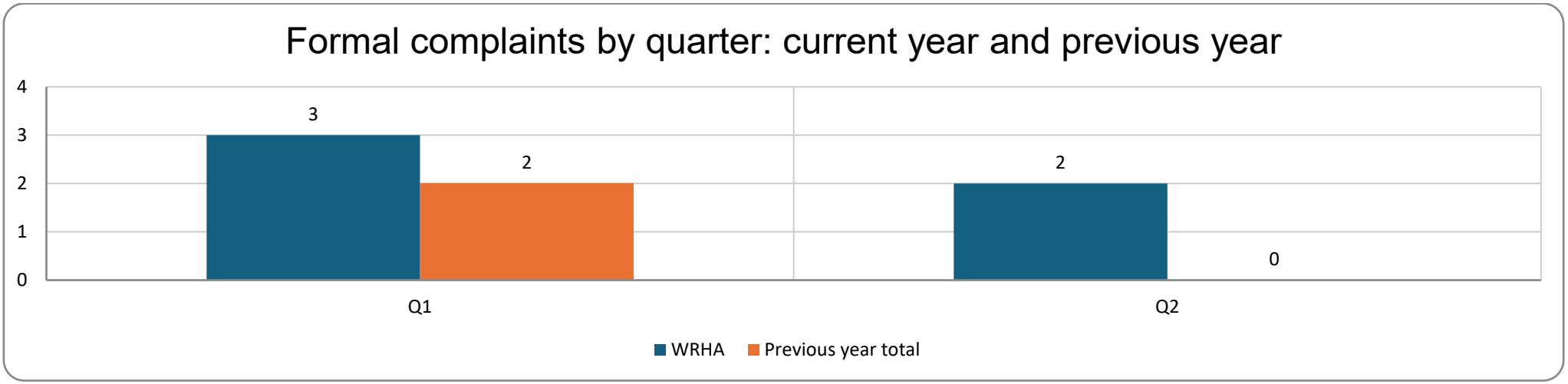
Service requests

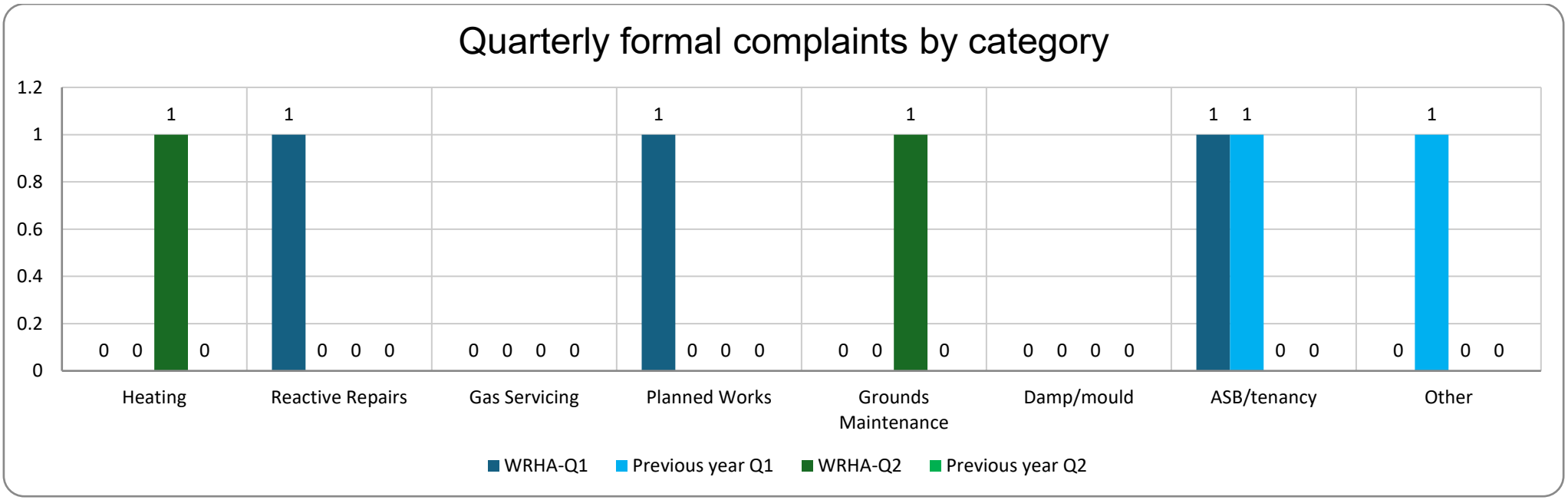
Service requests are monitored separately from formal complaints and reviewed for repeat issues or signs of dissatisfaction.





Formal complaints: volume and categories





Complaint handling performance

Targets reflect the Association complaint process and the Housing Ombudsman Complaint Handling Code.

Performance measure	Target	Q1 result	Q2 result	Q3 result	Q4 result	RAG
Stage 1 acknowledged within 5 working days	100%	100% (3)	100% (2)			**Green**
Stage 1 response within 10 working days	95%	100% (3)	100% (2)			**Green**
Stage 2 acknowledged within 5 working days	100%	100% (1)	100% (1)			**Green**
Stage 2 response within 20 working days	95%	100% (1)	100% (1)			**Green**
Ombudsman determinations	Less than 5	0	1			**Amber**
Complaint failure orders	Less than 5	0	0			**Green**
Satisfaction with complaints process	65%	0% (1)	100% (1)			**Red**

Formal complaint summary

A proportionate case-level summary for Board oversight. Personal identifiers are excluded.

Measure	Q1	Q2	Q3	Q4
Stage 1 complaints resolved	2	1		
Stage 2 complaints review	1	1		
Upheld / partly upheld	2	1		
Not upheld	1	1		
Closed without resolution	1	1		
Total compensation offered	£615	£0		
Number of complaints not accepted in line with policy	0	0		

Data protection complaints

Reported separately from Housing Ombudsman Code complaints so that the route, timescale and oversight remain clear.

QUARTER 2	0 received	0 completed	0 upheld / partial	0 ICO referrals
YEAR TO DATE	0 received	0 completed	0 upheld / partial	0 ICO referrals

Measure	Q1	Q2	Q3	Q4
Complaints received	0	0		
Responded within 30 days	N/A	N/A		
Upheld / partly upheld	N/A	N/A		
Open at quarter end	N/A	N/A		
Referred to ICO	0	0		

Data protection complaints are investigated by emh's data protection team and we send the response to the resident.

STAIRs Part 1: Publication Scheme reviews

From 1 October 2026, residents can ask for a review where they believe required information is missing, withheld or unnecessarily redacted.

QUARTER 2	**0** reviews received	**0** completed	**0** within 30 days	**0** referred to HOS
YEAR TO DATE	**0** reviews received	**0** completed	**0** within 30 days	**0** referred to HOS

Measure	Q1	Q2	Q3	Q4
Review requests received	0	0		
Reviews completed	N/A	N/A		
Completed within 30 calendar days	N/A	N/A		
Outcome changed after review	N/A	N/A		
Escalated to Housing Ombudsman	N/A	N/A		

STAIRs reviews are not Stage 1 or Stage 2 formal complaints under the Complaint Handling Code. They should be recorded and reported separately.

Housing Ombudsman activity and compliance

QUARTER 2	1 determinations	0 maladministration findings	0 orders overdue	0 Complaint handling failure order
YEAR TO DATE	1 determinations	0 maladministration findings	0 orders overdue	0 Complaint handling failure order

Oversight measure	Q1	Q2		
Determinations issued	0	1		
Maladministration / service failure findings	N/A	0		
Severe maladministration findings	N/A	0		
Orders and recommendations	N/A	0		
Orders complied with on time	N/A	N/A		
Complaint Handling Failure Orders	N/A	0		