

Annual Complaints Performance and Service Improvement Report 2025-26



This report is prepared annually; its purpose is to support the Council's review and scrutiny of complaints and the related performance of its housing stock.

In addition to this Annual Report, the Council receives regular updates on complaints through operational KPI reports and Tenant Satisfaction Measures (TSM) reports.

Annual Self-Assessment of Compliance with the Housing Ombudsman Complaints Handling Code

The Head of Bromley Homes has reviewed the Council's self-assessment against the Ombudsman's Complaints Handling Code and confirmed that no areas of non-compliance were identified.

To improve transparency and accessibility, the Council maintains a dedicated housing complaints webpage where residents can access information on the complaints process, Complaint Handling Code self-assessments, and performance reports, including this report. In addition, the Council's managing agent publishes housing performance and annual complaints performance information on its website, providing residents with access to service performance data and complaint handling outcomes.

Complaints Performance 2025-26

Our managing agent oversees the complaints process and reports this information to the council. Eighteen complaints have been received and processed through the two-Stage Complaints Handling Process during 2025-26.

Performance

Category	Details
Formal Complaints	18
Cancelled Complaints	0
Responded within Target	83.3% (15 complaints)
Escalated to Stage 2	4
Upheld Complaints	72.2% (13 complaints)

Complaint outcomes

During the reporting period, complaints relating to Bromley Homes-managed properties were investigated in accordance with our managing agent's complaints policy and procedures. A total of 18 complaints were received, of which 13 complaints (72.2%) were upheld and 5 complaints (27.8%) were not upheld.

The proportion of upheld complaints demonstrates a commitment to recognising where service standards have not been met and taking appropriate action to put things right for residents. Where complaints were upheld, learning outcomes and service improvements were identified and monitored by both Bromley Homes and the managing agent to support continuous service improvement.

Timeliness of responses

Of the 18 complaints received, 15 complaints (83.3%) were responded to within the published complaint handling timescales, while 3 complaints (16.7%) were responded to outside the target timescale.

Whilst day-to-day complaint handling is managed by our managing agent, Bromley Homes maintains oversight of complaint performance through regular performance monitoring and review meetings. Delayed responses are examined to identify the reasons for the delay, lessons learned, and any actions required to improve future compliance with response timescales.

Complaint Breakdown

Type of complaint	Final Complaint Stage	Status	Within Target
Income Management	Stage 1	Upheld	Yes
Repairs	Stage 1	Upheld	Yes
ASB	Stage 1	Upheld	Yes (extension agreed with the complainant to allow further progression with required actions)
ASB	Stage 1	Upheld	Yes (extension agreed with the complainant to allow further progression with required actions)
Income Management	Stage 1	Upheld	Yes
Repairs	Stage 1	Not Upheld	Yes
Repairs	Stage 1	Not Upheld	Yes
Income Management	Stage 1	Upheld	Yes
Repairs	Stage 1	Upheld	Yes
Repairs	Stage 1	Upheld	Yes
Service Charges	Stage 1	Not Upheld	Yes
Repairs	Stage 1	Upheld	Yes
Repairs	Stage 1	Upheld	Yes (extension agreed with the complainant to allow further progression with required actions)
Repairs	Stage 1	Upheld	Yes
Repairs	Stage 2	Upheld	Yes
Income Management	Stage 2	Upheld	Yes
Service Charges	Stage 2	Not Upheld	Yes
Repairs	Stage 2	Not Upheld	Yes

In addition to the above, one complaint was referred to the Housing Ombudsman during 2025–26.

Service Improvements

The Council works closely with its managing agent to ensure that learning from complaints is translated into meaningful service improvements. During 2025/26, the following actions were implemented to strengthen complaint handling and improve services for residents:

- Enhanced complaints governance through regular review of the action tracker and monthly KPI reporting, ensuring timely completion of agreed actions, effective oversight of complaint performance, identification of emerging trends, and delivery of service improvements.

- Regular joint lessons learned reviews between the Council and managing agent, supported by analysis of complaint themes and trends, to identify root causes, embed learning, prevent recurrence and inform targeted service improvements.
- A coordinated approach to complaint management through mandatory staff training, regular policy and procedural reviews, and ongoing contract management discussions with the managing agent, ensuring compliance with the Complaint Handling Code, accountability for performance, and continuous service improvement.

Ombudsman's findings of Non-Compliance with the Code

There have been no findings of non-compliance with the code during the year.

Ombudsman's annual report about the council's performance

Not applicable– no report issued.

Relevant Ombudsman Reports and Publications

Although the Housing Ombudsman has not issued any individual investigation reports relating to the London Borough of Bromley during 2025/26, the Council and its managing agent have continued to review sector-wide publications, learning reports and guidance issued by the Ombudsman to support service improvement and strengthen complaint handling practices.

The following publications have informed our approach during the year:

- Housing Ombudsman Business Plan 2026/27
- Housing Ombudsman Annual Complaints and Service Improvement Report
- Housing Ombudsman Spotlight Reports and Learning from Severe Maladministration publications
- Housing Ombudsman Learning from Complaints publications
- Housing Ombudsman Complaint Handling Code and associated guidance
- Housing Ombudsman Duty to Monitor Reports, including lessons learned publications
- Housing Ombudsman Centre for Learning resources, webinars and good practice guidance

The Council and its managing agent are committed to taking a proactive approach to service improvement rather than relying solely on complaints to identify opportunities for change. Learning from Housing Ombudsman publications is regularly considered alongside resident feedback, complaints analysis, performance data and service reviews.

Throughout the year, we have used Ombudsman learning and best practice guidance to benchmark our performance, strengthen complaint handling arrangements and identify opportunities to improve services for residents.

In addition, lessons learned reviews are completed following complaints and complaint investigations. This enables us to identify root causes, address service failures, share learning across teams and implement improvements to policies, procedures and service delivery. The effectiveness of these improvements is monitored through regular performance and contract management arrangements between the Council and its managing agent.