

Centrepont Annual Housing Complaints and Service Improvement Report 2025-2026

Produced by: Centrepont's Complaints Officer.

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Introduction

This is Centrepont's third annual housing complaints report and covers the period 1st April 2025 to 31st March 2026. This report provides information about the number of complaints we have received, the type of complaints received and how we performed in resolving these complaints.

This year saw a small increase in complaints and a decline in timely resolution performance. Centrepont has taken steps to strengthen our processes, improve staff capability and ensure young people's voices continue to shape our services.

Our approach to complaints continues to evolve and Centrepont works hard to ensure the services we provide meet the expectations of the young people who access them. We know we do not always get it right; things sometimes go wrong and when this happens, it is important that we learn from it and improve what we do.

During the last year we have focused on continually improving our complaints handling process by:

- Reviewing and updating complaints information provided to young people.
- Providing training for Operations Managers in effective complaints handling, to cascade to their teams.
- Updating Centrepont's Compensation Policy for young people.
- Updating supporting documents available to frontline staff to help improve how they respond to complaints.

Centrepont recognised that there have been some challenges over 2025/26, including changes in staffing and capacity issues within some services. In addition to this, feedback from our Annual Tenant Satisfaction Measures (TSM) survey, complaints handling represented the lowest of all satisfaction levels, scoring 49% (previous year was 56%) .

Centrepont's Member Responsible for Complaints (MRC) has met with the Compliance Team regularly throughout the year to review complaints data, scrutinise the complaints handling process and has provided Centrepont's Audit and Risk Committee and Board with updates.

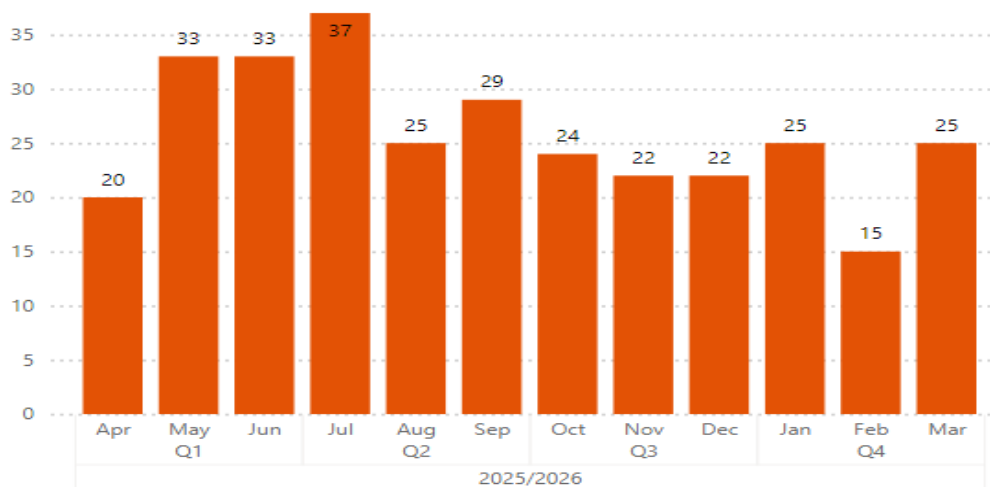
Centrepont's Complaints and Feedback Policy has been updated to ensure it meets both the requirements of the Housing Ombudsman Complaints Handling Code and the Data (Use and Access) Act 2025, which requires the organisation to have a specific complaints process for data protection complaints. This has been included in the updated version of the policy.

Complaints Data and Performance:

During the 2025/26 reporting period, Centrepoint received **310** complaints from young people accessing our services, a small increase of 9 (3%) from the previous year.

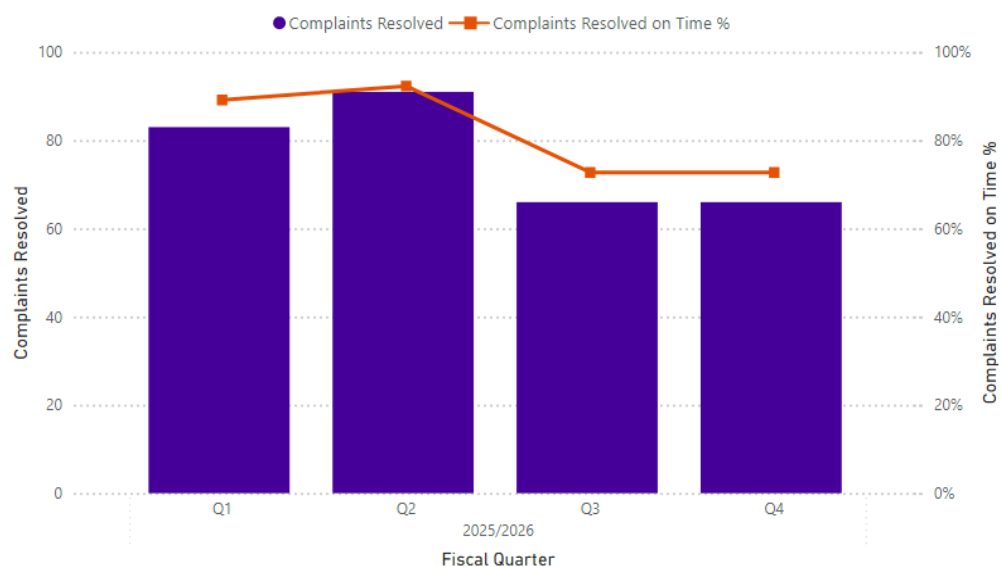
Complaints received during this reporting period by month:

Complaints Reported over Time



Complaints Resolved on Time %, Complaints Resolved

BY FISCAL YEAR, FISCAL QUARTER



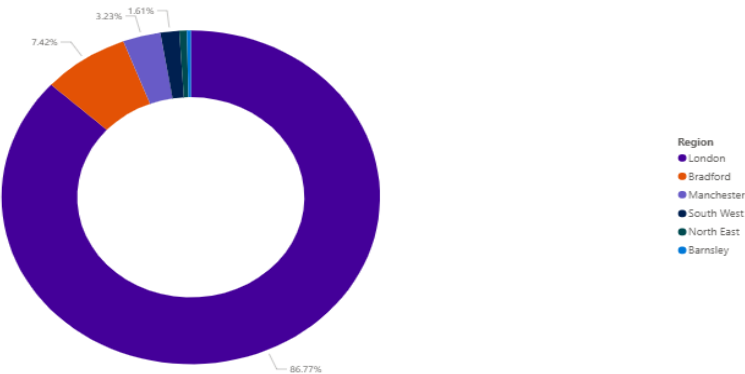
Timely complaint resolution performance by area over the year:

Region	Complaints Resolved	Complaints Resolved on Time	%
Total	306	254	83%
South West	5	4	80%
North East	2	2	100%
Manchester	9	8	89%
London	266	221	83%
Bradford	22	17	77%
Barnsley	2	2	100%

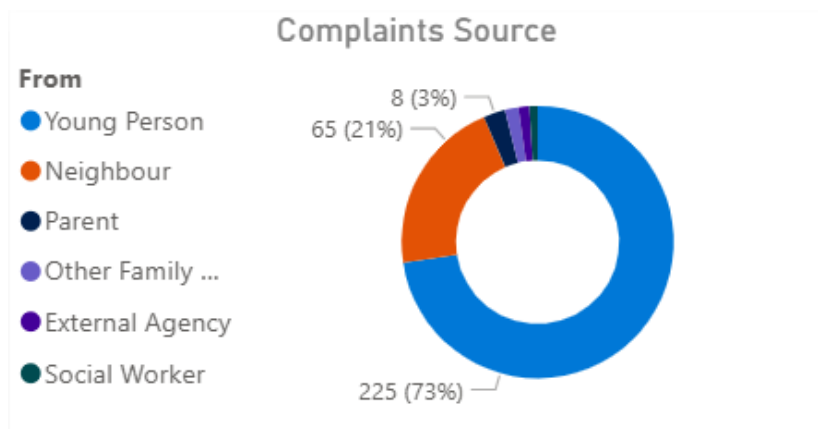
Complaints received by category per quarter:

Fiscal Year	2025/2026										Total	
Fiscal Quarter	Q1		Q2		Q3		Q4		Total			
Category	Complaints	%	Complaints	%	Complaints	%	Complaints	%	Complaints	%	Complaints	%
Total	86	100%	91	100%	68	100%	65	100%	310	100%	310	100%
Anti-social Behaviour	34	40%	32	35%	27	40%	19	29%	112	36%	112	36%
Building	23	27%	32	35%	20	29%	17	26%	92	30%	92	30%
Quality	28	33%	22	24%	17	25%	25	38%	92	30%	92	30%
Harassment			3	3%	3	4%	4	6%	10	3%	10	3%
Drugs	1	1%	2	2%	1	1%			4	1%	4	1%

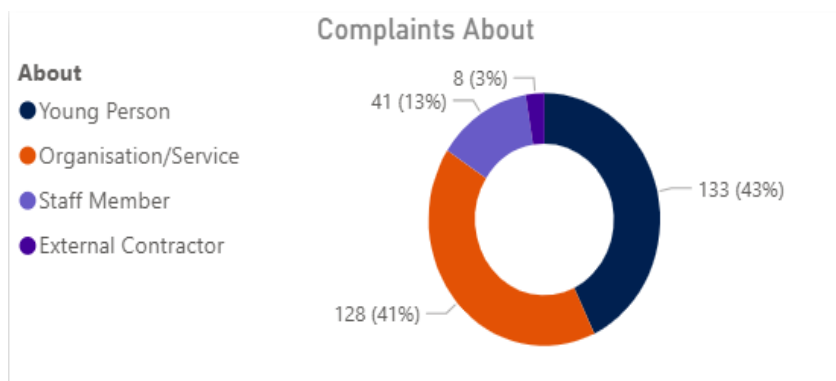
Complaints reported by region:



Complaints received by source:

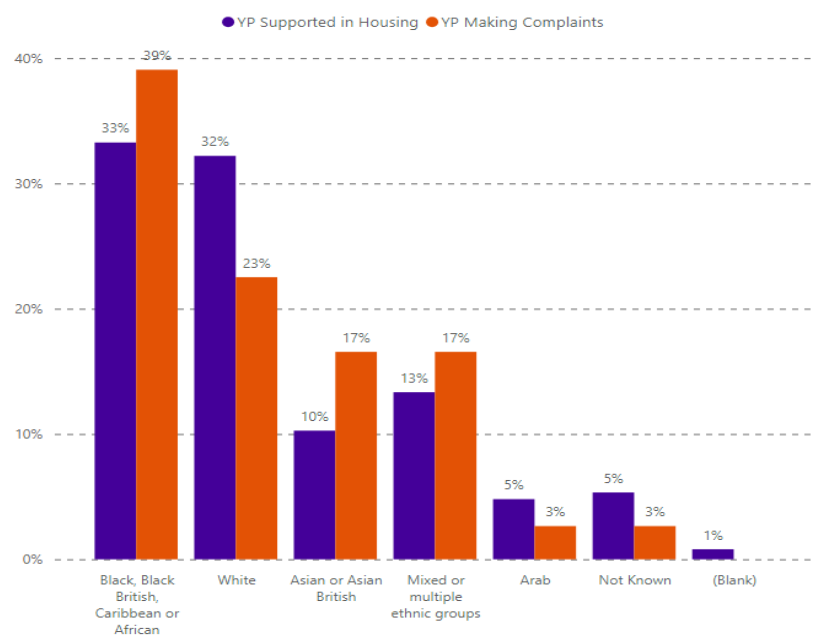


Complaints received categorised by the focus of the complaint:

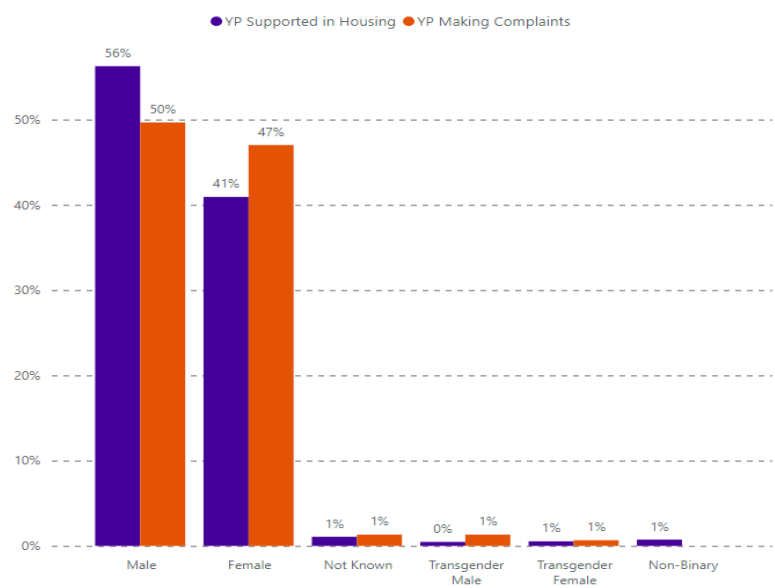


Demographic data for complaints recorded over the year:

YP Supported and YP Making Complaints by Ethnicity



YP Supported and YP Making Complaints by Gender



This is how we performed in relation to the previous year:

Measure	2024/25	2025/26
% of complaints resolved on time*.	89%	83%

Measure	2024/25	2025/26
% of complaints that were resolved at stage 1*.	92.3%	79%
% of complaints that were resolved at stage 2.	7.7%	67%
% of complaints that were resolved to residents' satisfaction at stage 1 and at stage 2.	90%	85%
% of complaints where satisfaction has not been recorded.	0%	0%

** Stage 1 complaints are resolved on time if they are resolved within 10 working days from date they are acknowledged. Stage 2 complaints are resolved on time if they are resolved within 20 working days from the date they are acknowledged.*

Measure	2024/25	2025/26
% of complaints were resolved to residents' satisfaction at stage 1.	90%	86%
% of complaints were resolved to residents' satisfaction at stage 2.	87%	50%

The increase in Stage 2 resolutions reflects a rise in the number of complex complaints requiring escalation rather than a decline in Stage 1 performance alone.

Reflections on 2025/26:

Number of complaints:

- The number of complaints has remained constant in comparison to the previous year, with only a small increase of 3% reported this year. Work continues to promote complaints as a mechanism for young people to provide feedback and express dissatisfaction with the quality of service they have received.

Type of complaints:

- Anti-social behaviour continues to be the highest category of complaints, followed by quality of service and buildings (this covers repairs and maintenance complaints), and this is similar to the previous year.

Performance:

- Overall, the target of 90% timely complaint resolution was not achieved during this reporting period, with **83%** being reported. This is lower than the previous year of 89%.
- There was an improvement in performance from Q1 to Q2, however, performance dropped in Q3 due to staffing changes and capacity issues within some services. Stabilisation in Q4 demonstrates that corrective actions were effective.
- Satisfaction levels have fallen at both stage 1 and stage 2 in comparison with the previous year and this is largely attributed to the overall fall in complaints performance for the year.
- There has been an increase in the number of complex complaints during this reporting period, which has resulted in longer investigation and resolution times.

Regional variances:

- London records the highest number of complaints of all areas, and this area has the highest concentration of services and young people accessing services.
- Bradford scored the lowest level of timely complaints resolution, only achieving 77% and this is largely attributed to changes in staffing and management within this area.
- Other areas reported strong timely complaints resolution rates, including Manchester, the North East and Barnsley.
- Most London services reported strong performance in relation to timely complaints resolution, with two areas reporting lower performance, those were Hammersmith & Fulham and Greenwich. This has impacted on the overall performance for London. Again, this is attributed to staffing and capacity issues within services in these areas.

Data:

- Improvements continued to be made in relation to the use of data, with the introduction of a 'performance league table for services. Accessed by Operations and Service Managers, this includes a specific KPI target for complaints handling.
- Data shows that young people in our Ofsted registered services were more likely to make a complaint, than those in non-Ofsted registered services.
- The ARC dashboard now shows both complaints and incidents data, making it easier to identify a clear correlation between the two.

Escalation to Housing Ombudsman Service:

No complaints were escalated to the independent Housing Ombudsman Service during this period.

Young People are appropriately informed of escalation routes, and this is included in all information provided about the complaints process and in all communication in relation to individual complaints.

Centrepoint complies with all referral expectations as set out in the Complaints Handling Code.

What did we learn?

Some key learning from complaints received during this period:

- **Complaints involving compensation.**
Reviewing complaints data, what we have learned, is that those complaints where compensation has been awarded take longer to close. This has been attributed to the process of compensation being administratively burdensome and not well understood by frontline colleagues. This will be addressed in our priorities for the coming year through clearer staff guidance and training.
- **Maintenance and repairs complaints.**
Complaints relating to repairs and maintenance have taken longer to close. This has been attributed to the lack of awareness in some services of how to manage this type of complaint and an understanding of the landlord's responsibilities for outstanding repairs. This will be addressed in our priorities for the coming year through the provision of clearer guidance and training for frontline staff.
- **Complaints recording system.**
Centrepoint uses a system called In-From to record and manage all complaints. The current workflow is not intuitive and relies on manual input. This can lead to fields being missed and complaints not being assigned to the right investigating manager, resulting in unnecessary delays and a fall in timely complaint resolution. A review of the system is being undertaken in the coming year to ensure all necessary improvements are made and communicated to frontline staff.
- **Resident scrutiny of complaints.**
Services hold regular residents' meetings, and these provide an opportunity for residents to raise issues and complaints. However, Centrepoint recognises that there needs to be greater security of the complaints process by residents, and this is being addressed in the priorities for the coming year through the development and roll out of local area panels. These panels will have the responsibility of promoting the complaints process within their area and holding services accountable for their complaints handling performance.

Focus for 2026/27:

By the end of 2026/27 we aim to:

- Resolve **85%** of all complaints received within timescales set out in our complaints policy.
- Achieve an **85%** complaint satisfaction rate at both stage 1 and stage 2.
- Roll out e-learning in complaints handling to all frontline colleagues.
- Produce a 'Complaints Handling Guide' for frontline staff to help improve understanding of the complaints process, handling maintenance & repairs complaints, and the process for administering compensation.
- Fully implemented the new complaints compliance framework to improve the way the Compliance Team checks complaint handling and quality of record keeping across all services.
- Improve how complaints handling data is presented to managers to improve accountability and data quality, including:
 - Filtering data by operational manager area to enable better area comparison.
 - Specific complaints data for Ofsted-registered services for improved reporting to the regulator.
- Implement Local Area Panels to improve resident engagement and scrutiny of the complaints handling process.

Progress will be reviewed quarterly by the Compliance Team, Senior Managers and the Member Responsible for Complaints. Updates will be reported to the Audit and Risk Committee as part of the general compliance report.

Board Response:

In line with the requirements of the Housing Ombudsman Complaints Handling Code, a formal response is required to be published alongside the completed Complaints Handling Self-Assessment.

The formal response from the Board is:

Centrepont has completed its annual self-assessment against the Housing Ombudsman Complaint Handling Code and is compliant in all areas.

The Board is assured there is a focus across the organisation on recording and responding to complaints, and that learning from complaints is identified to inform continuous improvements in the services provided to the young people who access services across Centrepont.

The Board recognises challenges encountered by the organisation within 2025-26 has had an impact on achieving the target of timely complaint resolution, and feedback from the tenant satisfaction measures survey around satisfaction with complaints handling, the Board is satisfied that senior leaders have a plan to improve complaints handling within the organisation, and will continue to scrutinise this work throughout 2026-27 through the work of the Member Responsible for Complaints and regular reports to Audit and Risk Committee.

The Board remains committed to ensuring that young people's feedback drives continuous improvement across all Centrepont services.

For further information about Centrepoint's Complaints, or should you require this report in an alternative format, please contact:

Email: complaints@centrepoint.org

Telephone: 0800 587 5158.

Post: Centrepoint, The Rowe, 59-63 Whitechapel High Street, London, E1 7PF.