Annual Report on Complaints 2025-26

Foreword: Honeycomb group has a group wide policy for complaints handling. This report covers complaints data for Staffs Housing, the housing service within the Group and Honeycomb Charitable Services – Concrete and Glow.

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Complaints at Honeycomb:

Scope of Report:
This report covers complaints and how we have responded to them between 1st April 2025 and 31st March 2026. Complaints come to us through a variety of channels including face to face interactions, social media and via forms on our website. From a customer perspective, the advantage of logging a complaint online is that social media and our website are available at any time.

Complaints vs Service Request:
Honeycomb Group recognises the difference between complaints and service requests, further detail can be found below:

1. **Service Requests**: A service request is a request from a customer to us requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly. We regard a complaint as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual customer or group of customers.

2. **Stage 1:** When a complaint is made, it will be acknowledged and logged at Stage 1 within 5 working days of receipt. We will set out our understanding of the complaint and be clear about which aspects of the complaint we are, and are not, responsible for. We will also acknowledge the outcomes the customer is seeking. We will seek clarification of the customer's views where this is necessary.

We will provide a response to the complaint within 10 working days of the complaint being acknowledged. We will respond when the answer to the complaint is known, not when any outstanding actions required to address the issue have been completed

3. **Stage 2:** Once Stage 1 has been completed, if all or part of the complaint is not resolved to the customer's satisfaction it will be progressed to Stage 2, unless an exclusion ground applies. A Stage 2 complaint will not be considered by the same person who considered the complaint at Stage 1. Customers are not required to explain their reasons for requesting a stage 2 consideration. We will make reasonable efforts to understand why a customer remains unhappy as part of the stage 2 response. We must be clear about which aspects of the complaint we are, and are not, responsible for and clarify any areas where this is not clear.

4. **External Review:** If the customer is unhappy with the outcome of their stage 2 investigation, they can refer their complaint and ask for it to be reviewed by the relevant external body:
   - Staffs Housing – The Housing Ombudsman (www.housing-ombudsman.org.uk).
   - Revival / Glow / Concrete – The Charity Commission (The Charity Commission - GOV.UK)

Full details of the complaint handling process can be found in our Complaints Policy:
https://www.honeycombgroup.org.uk/media/cxehsbvs/complaints-policy.pdf

Honeycomb Group Overview:

Service Area	Refused	Stage 1	Stage 2	External Review
Staffs Housing	0	176	30	2
Concrete & Glow	0	21	1	0

Background to Complaints in the social housing sector:
Complaints received for Honeycomb Group are subject to our internal Complaints Policy and the Housing Ombudsman Complaint Handling Code.

The Housing Ombudsman is an independent body that oversees the complaint handling of social landlords. The Housing Ombudsman overseas the Complaint Handling Code from 1st April 2024 became statutory. As part of this code Honeycomb are required to submit an annual self-assessment, of our complaint handling procedures and performance, as part of this submission we need to share this document.

The Housing Ombudsman may also investigate cases referred to them by our customers, when they have been through our full formal complaint process and are not happy with the final outcome.

The Regulator of Social Housing also plays a role in monitoring complaints for Honeycomb. In April 2024 they launched the Transparency, Influence and Accountability Standard, this standard emphasises the need to give our customers a clear and accessible complaints procedure to ensure their voices are heard. The Tenant Satisfaction Measures (CH01 and CH02) also monitor complaints performance indirectly through a combination of data collection and surveys. Honeycomb report our complaints performance annually with the regulator.

Complaints Refused:
We have not refused any complaints.

Number of Formal Complaints:
During 2025-26, we received 197 formal complaints, this compares to 162 in 2024-25, which is a 21.6% increase, we believe this is due to increased awareness of the complaints process and the Housing Ombudsman Service both internally with colleagues and our customers after our communication campaigns. Of all formal complaints 166 were closed at stage 1, and 31 escalated to stage 2.

Complaint Themes:

- Repairs and Maintenance: 69.5%
- Tenancy Services 17.5%
- Charity 10.6%
- Customer Services 1.5%
- Finance 0.25%

During 2025-26 69.5% of complaints were made about our maintenance and repair service, this is a 18.5% decrease on the complaint data from 2024-25. We have been working hard on this service, and further details can be found in the repairs and maintenance section below.

Our performance for 2025-26 reported that 41.8% of customers were satisfied with the way we handled complaints, placing us in the top quartile for satisfaction. This compares to the 32.7% performance in 24-25 and an increase of 9.1%.

Of the 197 complaints received in 2025-26, 84.3% of complaints were closed at stage 1 and 15.7% of complaints were escalated to a stage 2 review, 2 complaints were referred to the Housing Ombudsman for external review.

Repairs and Maintenance

Complaint Numbers year on year:

There has been a decrease in the percentage of complaints relating to our repairs and maintenance service

Repairs & Maintenance Complaints	2024-25	2025-26
Percentage of Overall Group Complaints:	88%	69.5%

We have identified four key themes in our repairs and maintenance complaints:

1. Delays in repairs and follow-up actions
2. Staff and contractor conduct
3. Unsatisfactory repair quality
4. Incorrect advice or diagnosis

During 25-26 we introduced the following changes:

1. Mobilised a new repairs contractor
2. Introduced improved repairs monitoring arrangements
3. Increased customer scrutiny through our repairs focus group.
4. Strengthened oversight through weekly contractor performance meetings
5. Improved management of damp and mould cases following the implementation of Awaab's Law.

Observations and Learnings:

Observations:
There are some important positives to take from this year's complaints review:

- Complaint satisfaction has improved significantly from 24-25.
- Compliance with the complaint handling code was maintained through at 100%.
- A slight increase in complaint numbers supports the theory that our customers find it easier to complain when they need to. Customers are making more complaints and although they may be

dissatisfied at the point of recording the complaint, they also have an expectation that Honeycomb Group will respond and deal with their concerns.

- The proportion of complaints resolved at the first stage in the process remains high at 84.3%. This evidences that Complaint Handlers can resolve complaints effectively without the need for a customer to request a review via a stage 2 escalation.

Learnings:
Honeycomb Group is committed to improving services for our customers and aim to continue to embed all our customer feedback into our business decisions moving forward.

Complaint Satisfaction TSM	
24/25	32.7%
25/26	41.8%
Q1	36.8%
Q2	41.7%
Q3	48.1%
Q4	50%

In 25/26 our complaint satisfaction improved each quarter and we have worked hard to review our processes and procedures and to listen to the feedback our customers have provided and implement change.

The main areas of learning for us in 25-26 are:

1. Repairs delays – our customers expect repairs to be completed quicker and to be updated on progress throughout.
2. Contractor accountability – our customers expect a high standard of workmanship and professionalism from our contractor staff
3. Communication after resolution – customers have informed us they would like an improvement in follow-up actions and assurance that repairs will remain effective once their complaint has been closed.

Actions introduced:

1. We have introduced a post-repair inspection for all complaint related repairs.
2. Implemented a complaint closure checklist.
3. Introduced mandatory complaint closure calls.
4. Established weekly contractor meetings where complaints are discussed as part of the agenda.
5. Further strengthened our customer involvement through scrutiny and focus groups.

Next Steps for 2026-27

Neighbourhoods: we have listened to our customers, and we are introducing additional resources across our Neighbourhoods, income and anti-social behaviour teams. We will be introducing home visits for all our customers

Voids process: we have continued to refine the voids process throughout 25-26 with our new contractor and will continue to work on improving the process throughout 26-27.

ICT systems: we will be introducing a new system to improve the experience and accessibility for our customers on providing feedback on our services.