



Annual Complaints Performance and Service Improvement Report 2025/26

Published alongside	Board of Trustees' Response and Self-Assessment against the Housing Ombudsman Complaint Handling Code 2024
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About this report

This report covers 60 complaints received in 2025/26, based on the finalised CCIA (Complaints, Compliments, Incidents and Accidents) register. All complaints in the register now have a recorded resolution date following a year-end review completed in June 2026. One timescale breach is disclosed transparently in Section 6. QVT is committed to honest, transparent reporting of both its achievements and its shortfalls.

1. Introduction

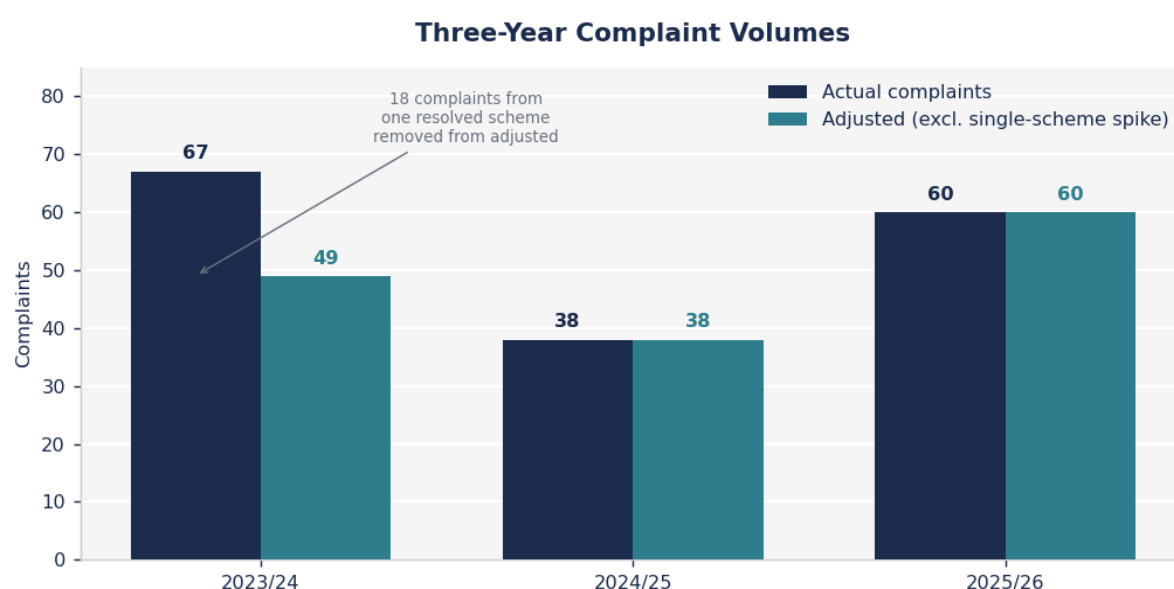
This is Quo Vadis Trust’s Annual Complaints Performance and Service Improvement Report for 2025/26 (1 April 2025 to 31 March 2026). It is produced under the Housing Ombudsman Complaint Handling Code 2024 (provision 8.1) and is published alongside the Board of Trustees’ formal response and the completed Self-Assessment. Where complaints relate to QVT’s care home services, this report is produced in line with the Local Government and Social Care Ombudsman’s Complaint Handling Code.

This is the first year QVT has produced this report as a standalone document meeting all minimum Code requirements. To provide meaningful context it presents a three-year trend analysis covering 2023/24, 2024/25, and 2025/26. All data is sourced from QVT’s finalised CCIA (Complaints, Compliments, Incidents and Accidents) register. Client names and private individual details have been removed in accordance with UK GDPR. Scheme references are presented at cluster level where the resident population is small enough that naming could allow individual identification.

QVT values complaints as feedback that helps us improve. We are committed to handling every complaint promptly, fairly, and transparently, and to using what we learn to make our services better. QVT does not treat complaint volume as a negative measure of individual or team performance.

2. Complaint Volumes – Three-Year Overview

Financial Year	Total complaints	YoY change
2023/24	67	Baseline
2024/25	38	–43%
2025/26	60	+58%

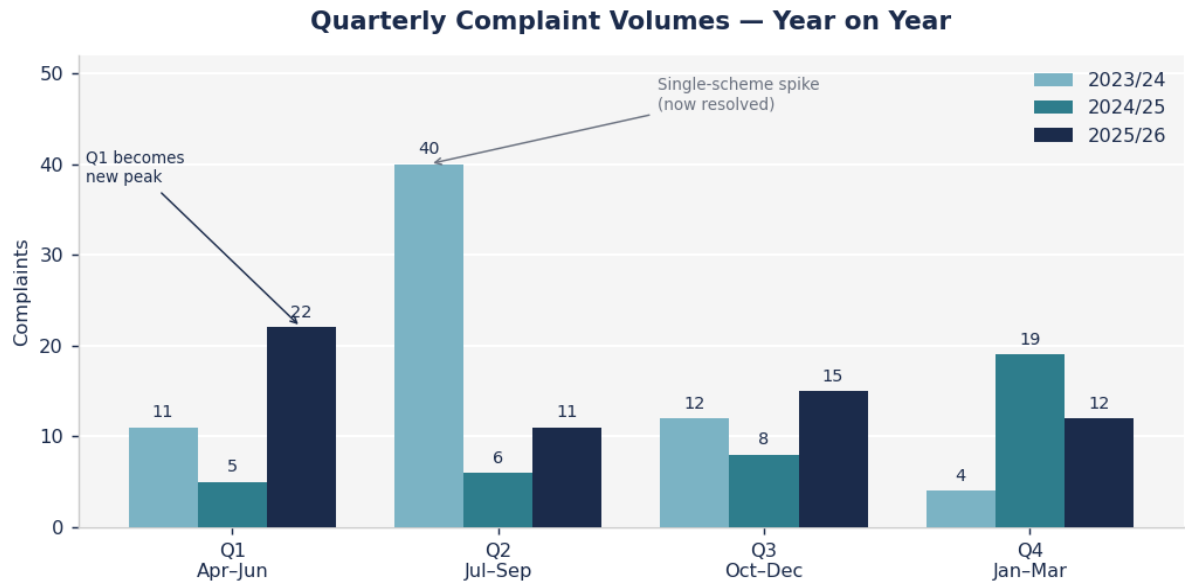


QVT received 60 complaints in 2025/26, based on the finalised register. This represents an increase of 58% on the unusually low 2024/25 figure (38) and is consistent with a stable underlying portfolio complaint rate. The 2024/25 reduction reflected the resolution of a significant scheme-level situation that had generated disproportionate volumes in 2023/24, combined with a period of organisational transition.

One complaint raised in March 2025 pre-dates the 2025/26 financial year and is carried forward from 2024/25; it is excluded from in-year analysis. QVT notes, in line with the Code, that complaint volume is not itself a negative indicator. It can reflect a well-publicised, accessible complaints process that gives clients and their representatives confidence to raise concerns.

3. Quarterly Breakdown and Trend Analysis

Quarter	2023/24	2024/25	2025/26
Q1 Apr-Jun	11	5	22
Q2 Jul-Sep	40	6	11
Q3 Oct-Dec	12	8	15
Q4 Jan-Mar	4	19	12
Full year	67	38	60

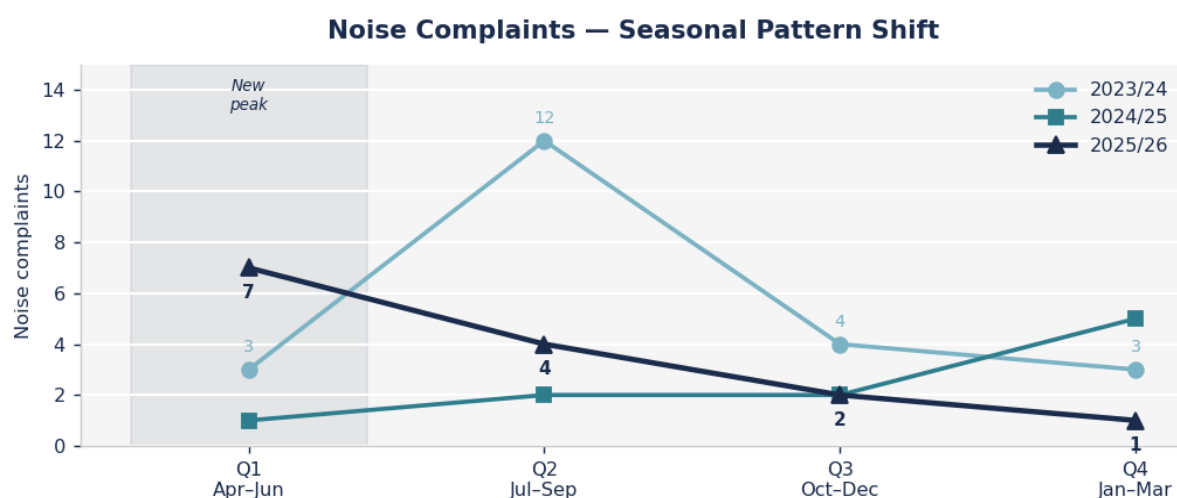


Q1 (April-June 2025) was the busiest quarter at 22 complaints, reflecting a combination of seasonal noise and communal area issues and the continuation of trends that began in Q4 2024/25. The quarterly distribution in 2025/26 is notably more even than in previous years: Q1 (22), Q2 (11), Q3 (15), Q4 (12). This represents a healthier spread than the extreme concentration in Q2 2023/24 (40 complaints, largely from a single scheme) and the Q4 2024/25 surge (19 complaints, 50% of that year’s total).

4. Noise – Persistent Theme, Shifting Seasonal Pattern

Quarter	2023/24	2024/25	2025/26
Q1 Apr-Jun	3	1	7
Q2 Jul-Sep	12	2	4
Q3 Oct-Dec	4	2	2
Q4 Jan-Mar	3	5	1

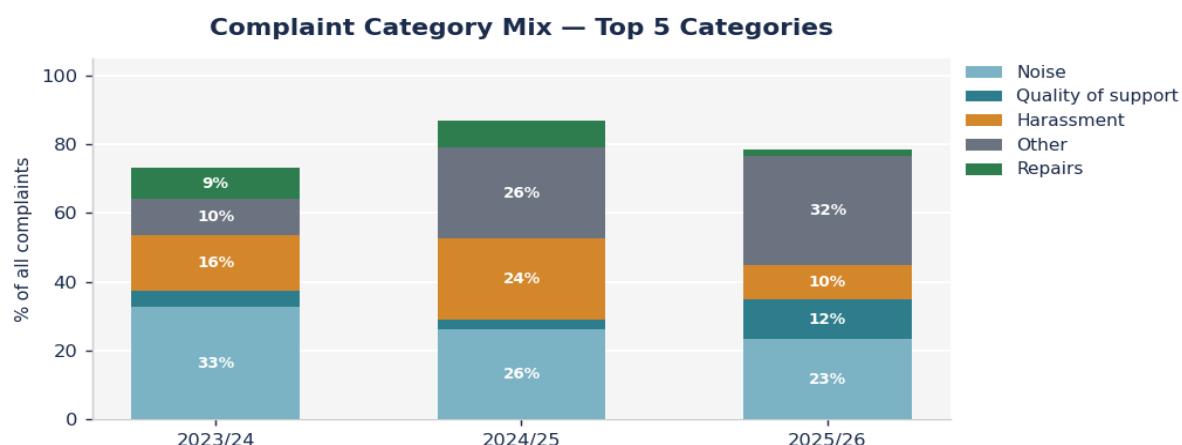
Quarter	2023/24	2024/25	2025/26
Total	22	10	14



Noise is the largest identifiable complaint category at 14 complaints (23%), consistent with its position in all three years. The seasonal pattern has shifted from a Q2 peak in 2023/24 (driven by a scheme-specific situation now resolved) to a Q1 peak in 2025/26 (7 complaints in April-June). QVT will deploy proactive seasonal communications to all residents ahead of Q1 2026/27 to address this pattern preventatively (SI-08).

5. Complaints by Category – Three-Year Analysis

Category	2023/24	2024/25	2025/26
Noise	22 (33%)	10 (26%)	14 (23%)
Nuisance	11 (16%)	3 (8%)	2 (3%)
Harassment / verbal abuse / intimidation	11 (16%)	9 (24%)	7 (12%)
Other (unspecified)	7 (10%)	10 (26%)	19 (32%)
Repairs	7 (12%)	3 (8%)	1 (2%)
Quality of support	3 (4%)	1 (3%)	7 (12%)
Communal area misuse	4 (6%)	0	3 (5%)
Other categories	3 (5%)	2 (5%)	9 (15%)



5.1 ‘Other’ category

The ‘Other’ category represents 32% of 2025/26 complaints (19 cases). While this remains too large for meaningful themes analysis, it has reduced from 34% in the original register. A review and re-coding exercise is underway (SI-04) and will be completed before the 2026/27 Q1 Themes Report.

5.2 Quality of support

Quality of support complaints represent 12% of total volume in 2025/26 (7 cases), more than double their 2023/24 share. Two of these were raised by external parties – a local authority commissioner and via an MP’s office. QVT treats any quality of support complaint raised externally as a contract management priority. The issues raised included housing pathway timing, accommodation standards, and staff conduct.

5.3 Harassment and interpersonal conflict

Six complaints in this group (10%), down from 16% in 2023/24. The reduction reflects both the resolution of a specific scheme cluster that dominated 2023/24 and improved early intervention. QVT is satisfied that all 2025/27 cases in this category were assessed for safeguarding dimensions in line with the Safeguarding Policy.

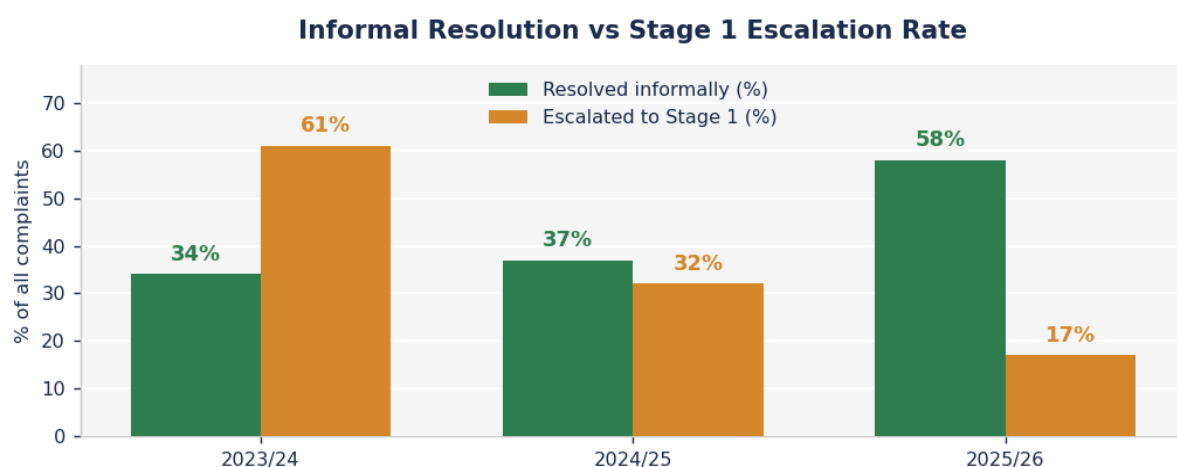
5.4 Repairs

Repairs complaints have fallen consistently across all three years (6 → 3 → 1). One repair complaint in 2025/26, representing a three-year low and confirming continued improvement in maintenance responsiveness.

6. Resolution Outcomes and Timescale Compliance

Outcome	2023/24	2024/25	2025/26
Informal resolution rate	34% (23/67)	37% (14/38)	58% (35/60)
Stage 1 escalation rate	61% (41/67)	32% (12/38)	17% (10/60)
Stage 2 cases	0	1	0
No resolution date recorded	9% (6/67)	5% (2/38)	0% (0/60)
Resolved within ~14 calendar days	75% (45/60)	89% (32/36)	80% (47/59)
Mean resolution time (recorded cases)	11.2 days	7.5 days	12.2 days

Outcome	2023/24	2024/25	2025/26
Confirmed timescale breach	0	0	1 (91 days – Stage 1)



6.1 Informal resolution

58% of complaints were resolved informally in 2025/26 (35 of 60), the highest rate in the three-year period. This means more than half of all complaints are now resolved at the point of first contact without requiring formal Stage 1 investigation. The improvement from 34% in 2023/24 reflects genuine progress in how QVT's frontline staff respond to client concerns.

6.2 Stage 1 escalation

17% of complaints required a formal Stage 1 response (10 of 60), down from 61% in 2023/24. Of these, 9 were resolved at Stage 1 and 1 required further consideration.

6.3 Recording quality

Year	Missing resolution dates	% of total	Status
2023/24	6	9%	Baseline
2024/25	2	5%	↑ Improvement
2025/26	0	0%	↑↑ Fully remediated

Following a year-end review completed in June 2026, the 2025/26 register now shows zero complaints without a recorded resolution date – a complete elimination of the recording gap that was present in both 2023/24 (9%) and, to a lesser extent, 2024/25 (5%). All 60 in-year complaints now have full outcome records.

6.4 Timescale compliance

One timescale breach confirmed

One complaint raised in July 2025 received a Stage 1 response in October 2025, 91 calendar days after receipt. The Housing Ombudsman Code requires Stage 1 responses within 10 working days. QVT acknowledges this as a breach of the Code. Stage 2 was formally offered to the complainant. The complainant declined, as the appointment that formed the subject of the complaint had by that point proceeded. QVT's procedural obligations under the Code were met. The complainant was informed of their right to refer to the Housing Ombudsman. QVT has implemented InForm mandatory resolution date

validation (SI-02, completed July 2026) to prevent recurrence and has reviewed the case handling to identify the cause of the delay.

80% of complaints for which resolution dates are recorded were resolved within approximately 14 calendar days (47 of 59). The mean resolution time is 12.2 days. This figure is slightly higher than in previous years, reflecting a more complete dataset: previously, cases without resolution dates were excluded from the average; all 59 cases are now included.

6.5 Stage 2 cases

The finalised register contains no Stage 2 complaints for 2025/26. One case that had been flagged as a potential Stage 2 matter during the year was removed from the register at the year-end review. Confirmed: reclassified as an incident (CCIA-002391, Bromley Road) – incorrect InForm CCIA selector at logging. Correct selector applied (SI-13)’s complaints procedure. QVT has confirmed that the relevant party was informed of their right to contact the Housing Ombudsman Service directly at any stage.

6.6 Complaints refused

QVT refused to accept zero complaints during 2025/26. All complaints received were logged and addressed under the complaints procedure or signposted appropriately.

7. External Complainants

Year	External complainants	% of total
2023/24	39	58%
2024/25	12	32%
2025/26	18	30%

30% of 2025/26 complaints were raised by external parties (18 of 60), including neighbours, next-of-kin, a local authority commissioner, and correspondence via an MP’s office. This continues the normalisation from the 58% external rate in 2023/24, which was driven by a single scheme situation now resolved. QVT co-ordinates its responses to multi-party complaints in line with the Code’s one-complaint, one-response principle.

8. Scheme-Level Complaint Trends

The three-year data shows four distinct scheme-level patterns. Rather than identifying schemes by name or location in this published report, QVT describes them by the nature of the complaint trend, which is the operationally relevant finding. Scheme-level detail is available to commissioners and the Housing Ombudsman on request.

Schemes where complaint volumes have been fully resolved

One scheme generated 18 complaints in 2023/24 – the highest volume of any single scheme across the three-year period. It has had zero complaints for two consecutive years following sustained management intervention. The approach taken – structured resident engagement, clear behavioural expectations, and where necessary licence enforcement – is the model being applied to other escalating locations.

A second scheme with six complaints in 2024/25 fell to one in 2025/26. A third with recurring noise and nuisance patterns has remained stable at low single-digit volumes across all three years.

Schemes with escalating quality of support complaints

Three schemes generated quality of support complaints that escalated externally – to a local authority commissioner and via an MP’s office – during 2025/26. Two involved concerns about housing pathway timing, accommodation standards, and staff conduct. One had a safeguarding dimension that triggered a parallel safeguarding pathway. QVT treats quality of support complaints that reach commissioners as a contract management priority, not solely a complaints matter, and has responded formally to both the commissioner and the MP’s office. Written responses are on file (CCIA-001996 and CCIA-002287).

Schemes with escalating neighbour and noise complaints

Four schemes showed a pattern of zero or near-zero complaints in 2023/24, emerging volumes in 2024/25, and sharper increases in 2025/26. The complaint types are predominantly noise, nuisance, and interpersonal conflict between residents or between residents and neighbours. Three of the four involve recurring external complainants – neighbours who have appeared in multiple consecutive years. Scheme-level management reviews are in progress at each location, with findings to be reported to the Board at the next quarterly meeting.

This pattern mirrors the early trajectory of the scheme that generated 18 complaints in 2023/24 before management intervention resolved it. The same approach is being applied: early scheme-level attention, proactive resident engagement, and where necessary out-of-hours response protocols.

Schemes with a single dominant complaint type

Several schemes generated complaints in a single category across the three-year period – primarily noise at schemes with shared outdoor space, or repairs at schemes where a maintenance relationship was being established. Noise complaints at these locations peak in Q1 (April-June) and QVT will issue proactive seasonal communications to residents ahead of Q1 2026/27 (SI-08). The repairs trend has improved consistently: six complaints in 2023/24, three in 2024/25, one in 2025/26.

9. Service Improvements

The following 11 service improvements have been identified from 2025/26 complaint data. SI-01 has been substantially completed through the year-end register review. SI-11 is a new improvement arising from the review. Operational tools referenced in the service improvements – including letter templates, the complaint investigation template, the InForm CCIA recording checklist, safeguarding contacts, and the Ombudsman Jurisdiction Matrix – are consolidated in QVT’s internal Complaint Handling Staff Tools document.

Ref	Improvement	Owner	Priority	Target
SI-01	Retrospective closure of all 16 previously open cases. 8 cases removed following year-end review; 10 cases updated with resolution dates. Register now shows 0 unresolved cases.	COO / HMs	Completed	Jul 2026
SI-02	InForm validation configuration: mandatory resolution date enforced at point of case closure. No complaint record in InForm can be closed without a resolution date.	Client Engagement Manager / Head of Strategy Assurance	High	Oct 2026

Ref	Improvement	Owner	Priority	Target
SI-03	Add 'Safeguarding referral (Y/N/N/A)' field to CCIA register; retrospectively confirm for the two 2025/26 safeguarding-intersect cases.	Client Engagement Manager	High	Oct 2026
SI-04	Review and re-code all 'Other' complaints; introduce sub-categories for 2026/27 quarterly reporting.	Care & Support Manager	Completed	July 2026
SI-05	Implement reasonable adjustments recording at point of complaint intake.	Care & Support Manager / HMs	Completed	July 2026
SI-06	Cross-reference check for repeat complainants at complaint closure.	Care & Support Manager	Medium	Sep 2026
SI-07	Rename the 'Private complaint (manager level)' InForm selector to 'Conduct Complaint (staff, colleague, or external)' to accurately reflect its purpose: complaints about the conduct of any QVT staff member	COO	Medium	Aug 2026
SI-08	Issue proactive seasonal noise communications ahead of Q1 2026/27; brief out-of-hours staff on noise response protocol.	Care & Support Manager	Medium	Apr 2027
SI-09	Member Responsible for Complaints (MRC) appointed: the Chair of the Board of Trustees has been confirmed as MRC with immediate effect, fulfilling Code provision 9.1. Communicate appointment to all staff; record in governance register; publish on QVT website.	Chair of the Board of Trustees	Completed	July 2026
SI-10	CCIA-002139 (Verdant Lane House D): Stage 2 was formally offered; complainant declined as appointment had proceeded. Outcome documented. SI-11 complete.	COO	Completed	July 2026
SI-11	Extract and report compliments from InForm separately in quarterly Complaints Themes Reports and Annual Report. The InForm CCIA form captures complaints, compliments, incidents, and accidents under one sequential number series. Compliments have not previously been included in any report. Client Engagement Manager to configure InForm export to separate all four CCIA types. Complaints Officer to include compliment volumes from Q1 2026/27 Themes Report as baseline year.	Client Engagement Manager / Head of Strategy Assurance	High	Q1 2026/27 Themes Report
SI-12	Establish and document the boundary protocol between complaints, incidents, and accidents in InForm. CCIA-002391 (Bromley Road, December 2025) was identified during the year-end review as incorrectly logged as a complaint when it was an incident; reclassified under the correct selector. Three-year number sequence analysis shows 1,100 non-complaint InForm CCIA records exist alongside 166 complaint records – 87% of all InForm CCIA activity is non-complaint. Confirm that cases with dual dimensions (e.g. a complaint that also involves an incident or safeguarding event) are logged under both selectors and that the appropriate parallel reporting pathway (CQC, safeguarding, insurance) is triggered. Client Engagement Manager to review InForm form configuration to support this.	Client Engagement Manager / Care & Support Manager	High	31 Oct 2026

10. Learning from Complaints

Three learning points are being acted upon in 2026/27.

First, the seasonal shift in noise complaints from Q2 to Q1 has prompted a change to when preventative communications are sent to residents. This will happen in March 2026 and annually thereafter, rather than at the start of summer.

Second, the quality of support complaints escalated by external parties show that client dissatisfaction with housing pathway processes can reach commissioners before it reaches QVT's formal complaints intake. Housing Managers have been reminded that any expression of concern – however communicated – is a complaints trigger and should be followed up proactively.

Third, the year-end register review that eliminated the recording gap demonstrates the importance of structured administrative closure of cases, not just their resolution. The InForm mandatory resolution date validation (SI-02, completed July 2026) is designed to make this systematic from 2026/27 onwards.

11. Housing Ombudsman Publications Reviewed

The following publications were reviewed in preparation of this report and the Self-Assessment:

- Housing Ombudsman Complaint Handling Code 2024 (statutory, in force from April 2024)
- Housing Ombudsman Service – Spotlight on: Noise Complaints
- Housing Ombudsman Service – Annual Complaints Review 2024/25

No annual performance report specific to QVT was received from the Housing Ombudsman during 2025/26. QVT received no findings of maladministration from either Ombudsman in the period.

Staff guidance on which Ombudsman has jurisdiction over each QVT service type – including dual-jurisdiction cases where a complaint involves both housing management and a commissioned care or support service – is documented in QVT's internal Ombudsman Jurisdiction Matrix, held within the Complaint Handling Staff Tools.

If you would like to make a complaint or learn more about QVT's complaints process, please contact us at complaints@qvt.org.uk or speak to your Housing Manager. If you remain dissatisfied after QVT's complaints procedure has been completed, you have the right to refer your complaint to the Housing Ombudsman Service (for supported housing) or the Local Government and Social Care Ombudsman (for care home services) free of charge at any stage.