

Complaints Handling 2025/2026

This report summarises EPIC's complaints performance for 2025/26, identifies learning from complaint outcomes, and sets out the service improvements planned for 2026/27.

In accordance with the Housing Ombudsman Complaint Handling Code, EPIC must produce an annual complaints performance and service improvement report. The report must be presented to EPIC's governing body and published on the complaints section of EPIC's website.

The governing body's response to the report must be published alongside this report for scrutiny and challenge, which must include:

- The annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.
- A qualitative and quantitative analysis of EPIC's complaint handling performance is included within this report.
- Any findings of non-compliance with this Code by the Ombudsman.
- The service improvements made as a result of learning from complaints are summarised within this report.
- An annual report about the landlord's performance of the Ombudsman
- Any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord
- The annual complaints performance and service improvement report

Between April 2025 and March 2026, EPIC received a total of:

- 25 Stage one complaints, with
- 5 of these complaints were escalated to stage two.
- 3 complaints were withdrawn.
- EPIC has one ongoing case being investigated by the Housing Ombudsman. The Housing Ombudsman Service has been provided with all requested information, and we are currently awaiting the outcome of their investigation.

Complaints Breakdown by Quarter (2025/26)

Quarter	Stage 1	Stage 2	Withdrawn	Upheld	Not Upheld
April – June 25	3	1	0	2	2
July – September 25	4	1	1	2	2
October – December 25	6	1	0	2	5
January – March 26	12	2	2	6	6
Total	25	5	3	12	15

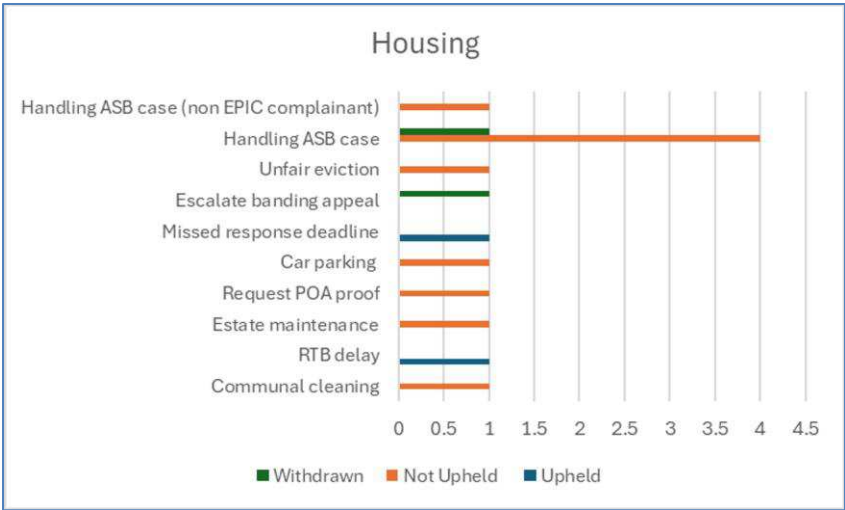
In accordance with the Housing Ombudsman Complaint Handling Code, EPIC records whether complaints are upheld. During 2025/26, 40% of Stage One complaints and 40% of Stage Two complaints were upheld, giving an overall uphold rate of 40%.

Complaints by Business Area

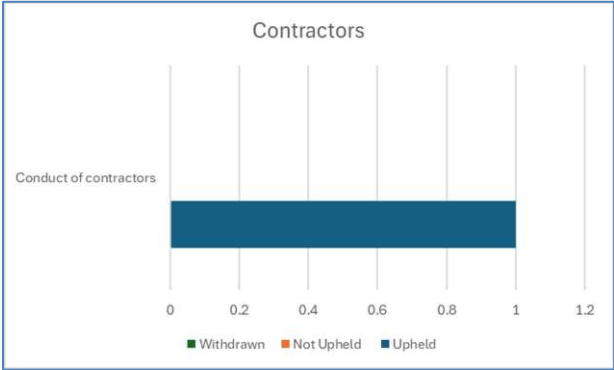
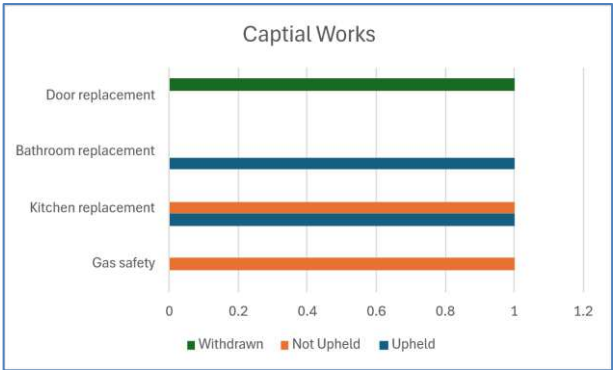
EPIC monitors complaints by Business Area as per the tables below:

Analysis of complaint trends indicates there is no recurring systemic issue affecting a particular service area. Complaints were spread across a range of services and issues. EPIC will continue to monitor complaint themes to identify emerging trends and implement service improvements where required.

13 Complaints related to Housing related issues, which are broken down into types of complaint in the table below:



12 Complaints related to Repairs and Maintenance issues which are broken down into topics in the tables below:



EPIC recognises complaints as an important source of customer insight and organisational learning. Feedback received during 2025/26 has directly informed improvements to policies, processes, contractor management and staff development.

- Staff training and reminders about EPIC's responsibilities in handling complaints, and how tenants can make a complaint.
- Disclaimers being used by contractors when moving tenants' own belongings.
- Changes to call-back procedures following dissatisfaction with a repair.
- Changes to EPIC's complaints log process and template responses with an improved tone and plain English.
- Increased engagement with, and confidence in, our contractors' performance due to their handling of complaints.
- Training for all staff on complaints procedures and complaints vs service requests, and the use of the correct terminology when responding to and talking to tenants.
- Improved information sharing with contractors where tenants have a vulnerability that requires special adjustments.

The Service Improvement Plan on the following page brings together the learning from complaints received during 2025/26, together with actions arising from the Housing Ombudsman Complaint Handling Code Self-Assessment. Progress against the plan will be monitored throughout 2026/27.

Annual Summary of Complaints Performance and Service Improvements Planned

This plan sets out the improvements EPIC will deliver during 2026/27 in response to complaint outcomes, complaint learning, the Housing Ombudsman Complaint Handling Code Self-Assessment and the Annual Complaints Performance and Service Improvement Report. The plan supports continuous improvement and will be reviewed quarterly by the Senior Leadership Team.

Improvement Area	Current RAG	What have we learned?	Improvement Actions	Lead Officer	Target Date
Embedding Learning from Complaints	 Green	Learning from complaints is already embedded but must continue to drive service improvements.	• Thematic complaint reviews at Senior Leadership Team, monthly with Member Responsible for complaints. • Share learning across teams	Director of Housing	Quarterly Review
Accessibility of the Complaints Process	 Amber	Accessibility information and complaint promotion can be strengthened.	• Promote complaints and advocacy • Review accessibility arrangements	Customer Service and Resident Engagement Team Leader	September 2026
Quality & Consistency of Complaint Responses	 Green	Complaint Handling Code compliance has been demonstrated and must be maintained.	• Annual refresher training	Director of Housing	Ongoing (reported quarterly)
Communication Throughout the Complaint Journey	 Amber	Complaint learning highlights opportunities to improve communication and updates.	• Planned improvements to monitoring outstanding actions and learning from complaints	Customer Service and Resident Engagement Team Leader	December 2026

Annual Summary of Complaints Performance and Service Improvements Planned

Learning from Housing Ombudsman Decisions	● Green	National learning should continue to inform local practice.	• Review Ombudsman publications • Share learning • Update policies where required	Director of Housing	Ongoing (reported quarterly)
Governance, Assurance & Oversight	● Green	Strong governance arrangements are already established.	• Quarterly Board reporting • Member Responsible for Complaints oversight • Annual Self-Assessment • Annual publication	Director of Housing	Ongoing (reported quarterly)

Overall Programme Status

● **Green – On Track**

EPIC remains compliant with the Housing Ombudsman Complaint Handling Code. The actions within this plan are focused on continuous improvement rather than addressing areas of non-compliance. Amber-rated actions identify opportunities to further strengthen accessibility, communication and customer experience and will be monitored through quarterly governance reporting.