

Annual Complaints Report 2025/26

Listening, Learning and Improving

At Sapphire Independent Housing, we are committed to providing high-quality services to our residents. We know that sometimes things go wrong and, when they do, we want residents to tell us so that we can put things right and improve our services.

This report summarises:

- The complaints we received between April 2025 and March 2026.
- How well we handled those complaints.
- What residents told us.
- What we have learned.
- What improvements we are making.

Complaints at a Glance

During 2025/26

 **36 Stage 1 complaints received**

 **5 Stage 2 complaints received**

 **93% of complaints responded to on time**

 **2 Housing Ombudsman determinations**

 **£2,742 compensation ordered or recommended by the Ombudsman**

How Did We Perform?

We responded to:

- **33 of 36 Stage 1 complaints on time (92%).**
- **All 5 Stage 2 complaints on time (100%).**

Overall, we responded to **93% of complaints within our target timescales**.

Compared with Last Year

Measure	2024/2 5	2025/2 6
Stage 1 complaints	38	36
Stage 2 complaints	2	5
Stage 1 responses on time	97%	92%
Stage 2 responses on time	100%	100%

While the number of Stage 1 complaints reduced slightly, we recognise that our response times were lower than the previous year and we are taking steps to improve consistency.

What Did Residents Complain About?

The most common complaint topic was **customer service and communication**. Residents told us that they wanted clearer information, better updates and improved communication from staff.

Complaint Categories

Complaint Type	Number
Customer service	11
Other issues	8
Repairs	4
Quality of support	4
Communal facilities	3
Estate management	3
Rent and service charges	3

Complaints by Housing Type

Housing Type	Number
Supported housing	32
General needs	3
Shared housing	1

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What Were the Outcomes?

Of the 36 complaints received:

Outcome	Number
Upheld	11
Partially upheld	10
Not upheld	15

What Do These Terms Mean?

Upheld

We found that we had not met the required standard and action was needed.

Partially upheld

Some elements of the complaint were justified, while others were not.

Not upheld

Our investigation found that we had acted appropriately.

What Did the Housing Ombudsman Say?

The Housing Ombudsman made **2 determinations** involving Sapphire during the year. These generated **7 findings**, including **4 findings of maladministration or service failure**. The overall maladministration rate was **67%**, compared with a national average of **62%** and **55%** for similar landlords.

Areas Where We Need to Improve

The Ombudsman identified concerns relating to:

- Managing resident relationships.
- Planned works.
- Some repairs and maintenance services.

Positive Findings

The Ombudsman found no maladministration in relation to estate management.

Our Response

We:

- ✓ Complied with all Ombudsman orders.
- ✓ Paid compensation where required.
- ✓ Reviewed lessons learned from each case.
- ✓ Shared learning with staff and managers.

You Said, We Did

Residents and the Sapphire Resident Influence Panel highlighted communication and transparency as areas for improvement.

What Residents Told Us

You Said	We Are Doing
Communication needs to improve	Introducing additional communication and customer service training for staff
Complaint updates are not always clear	Improving the quality and frequency of updates provided during complaints
Residents want more transparency	Sharing learning from complaints through newsletters, noticeboards and resident meetings
Residents need confidence to raise concerns	Promoting complaints information and making it easier to access support

Resident Influence Panel Feedback

The Resident Influence Panel reviewed how Sapphire handles complaints and identified several priorities for improvement.

The Panel Recommended

- Better communication throughout the complaints process.
- Greater transparency about decisions and outcomes.
- More information about lessons learned.
- Encouraging residents to feel confident when raising concerns.

"Residents want clearer communication, regular updates and evidence that complaints lead to positive change."

Looking Ahead

During 2026/27 we will focus on:

- Improving customer service and communication.
- Learning from complaints more effectively.
- Sharing outcomes and improvements with residents.
- Continuing to meet the Housing Ombudsman's Complaint Handling Code.
- Involving residents in the development of our services.

Need Help or Want to Make a Complaint?

If you are unhappy with any aspect of our service, please let us know. We welcome feedback and will always try to resolve concerns as quickly as possible.

Contact Sapphire

 Talk to your Support Worker or Housing Officer in person

 020 7485 8889

 info@sih.org

 1 Holmes Road, London NW5 3AA

Housing Ombudsman Service

Residents can seek free advice and support from the Housing Ombudsman at any stage.

 [Housing Ombudsman Service](#)

 0300 111 3000

 info@housingombudsman.org.uk

About this report

The Annual Complaints Report was discussed by Sapphire's Board in July. The Board noted the number of complaints and that most complaints were from residents in supported housing schemes. The Board also noted that customer service, communication and managing resident relations were key learning areas for the organisation. The annual report is published to share our complaints performance, learning and improvement actions with residents.