Archie Homes

Complaints Performance & Service Improvement Report 2025/26

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Report checklist	
Report name	Annual Complaints Performance & Service Improvement Report 2025/26
Reporting period	1 April 2025 to 31 March 2026
Date of last review	31 October 2025

We acknowledge your complaint within 5 working days and give you a full response within 10 working days of acknowledging it.

If you are not happy with our stage 1 response, you can ask us to look again. A different, more senior member of staff reviews your complaint and responds within 20 working days. This is our final response.

If we need more time, we will explain why and agree a new date with you. We will always give you the Housing Ombudsman's contact details when we do this.

This report sets out Archie Homes' complaint handling performance for 1 April 2025 to 31 March 2026. It meets the requirements of provision 8.1 of the Housing Ombudsman's Complaint Handling Code by including:

- a quantitative and qualitative analysis of complaint handling performance, including complaints we did not accept;
- Housing Ombudsman referrals and findings;
- the service improvements we have made, and those planned, as a result of learning from complaints; and
- our annual self-assessment against the Code, which is published alongside this report.

The report covers Archie Homes' owned homes and homes we manage on behalf of other landlords.

Summary

Measure	2025/26	2024/25	Change
Stage 1 complaints received	11	5	+6
Complaints escalated to stage 2	9	1	+8

Measure	2025/26	2024/25	Change
Escalation rate (stage 2 as % of stage 1)	82%	20%	+62 points
Stage 2 responses within 20 working days or agreed extension	100%	100%	No change
Stage 1 responses within 10 working days or agreed extension	91%	100%	-9 points
Cases referred to the Housing Ombudsman	1	2	-1
MP enquiries	1	1	0

1.0 Complaints performance

1.1 Volume of complaints

We received 20 formal complaints in 2025/26. Eleven were resolved at Stage 1 and nine were escalated to Stage 2, which is our final stage of response.

Measure	Number	% of total
Total formal complaints received (stage 1)	11	100%
Resolved at stage 1 (not escalated)	2	18%
Escalated to stage 2	9	82%

The rise from five stage 1 complaints in 2024/25 has been driven largely by new-build defects across our growing portfolio of recently handed-over schemes. Our escalation rate of 82% is high, and reducing it is a focus of our improvement plan.

1.2 Complaints by service area

Service area	Number	% of total
New-build defects	11	55%
Block or estate management	2	10%
Resale	1	5%
Housing management services	1	5%
Legal (lease or title registration)	1	5%

Service area	Number	% of total
Compliance concerns (gas safety)	1	5%
Damp and mould	1	5%
Repair delays	1	5%
Move-in experience	1	5%
Total	20	100%

New-build defects: this reflects the volume of defect issues across our recently handed-over schemes, and several of these complaints involved long-running defects that were not resolved first time. We have appointed a Head of Delivery to make sure defects are addressed by our Employer's Agents and development partners, and developer aftercare is the first action in our improvement plan.

Block or estate management: two complaints related to the management of communal areas. We are reprocuring our block management contract to strengthen service delivery, clarify accountability and ensure communal areas are managed and maintained to the required standard.

Other service areas: the remaining seven complaints were spread across seven service areas, with one complaint in each area. These included damp and mould and gas safety, both of which were investigated and addressed through the appropriate operational and compliance processes.

These cases have also been used to reinforce the importance of timely investigation, clear communication with residents and robust record keeping.

1.3 Complaints by landlord and managing arrangement

Landlord or managing arrangement	Number	% of total
CBRE	6	30%
Octopus (including disposed homes no longer under management)	6	30%
M&G	5	25%
Archie Homes owned	3	15%
Total	20	100%

Complaints were spread evenly across our owned and managed portfolio, with no standout issues for any one landlord. We will continue to monitor this alongside the performance data we hold for each managing agent.

1.4 Complaints performance measures

Measure	2025/26	Code requirement or target
Stage 1 acknowledged within 5 working days	10 of 11 (91%)	5 working days
Stage 1 response within 10 working days or agreed extension	10 of 11 (91%)	10 working days, or agreed extension
Stage 2 response within target or agreed extension	9 of 9 (100%)	5 working days
Stage 2 response within 20 working days or agreed extension	9 of 9 (100%)	20 working days, or agreed extension

One stage 1 complaint missed the Complaint Handling Code timescale. This complaint was lodged with our Managing Agent, with whom we now hold weekly operational meetings to track open complaints and prevent this happening again.

2.0 Ombudsman, MP enquiries and self-assessment

2.1 Housing Ombudsman referrals and determinations

Measure	2025/26
Cases referred to the Housing Ombudsman	1
Determinations received	0
Findings of maladministration or severe maladministration	0
Findings of service failure	0
Complaint handling failure orders	0

One complaint was referred to the Housing Ombudsman during the year after the resident remained dissatisfied with the outcomes of both the Stage 1 and Stage 2 complaint responses. We are awaiting the Ombudsman's determination and will respond promptly to any resulting orders or recommendations.

2.2 Learning from Ombudsman cases

This case demonstrates that we need stronger oversight of how our managing agents manage and escalate complaints. We will audit our managing agents' internal complaint management processes in 2026/27.

2.3 MP enquiries

We received one MP enquiry in 2025/26. The enquiry was responded to in line with our established process, with the relevant issues reviewed and a response provided to the MP within the appropriate timescales.

2.4 Self-assessment against the Complaint Handling Code

Our 2025/26 self-assessment confirms that Archie Homes complies with the Code. Our Complaints Policy follows the Code's two-stage process and timescales, and residents can complain by phone, email, in person, in writing or through our new website.

The self-assessment has been reviewed by the Board and is published alongside this report.