



Tai Calon
Community Housing

Complaints Report 2024–25

CREATING VIBRANT COMMUNITIES ACROSS BLAENAU GWENT.

Listening, Learning, and Improving Together

At Tai Calon, we value all feedback. Complaints are not just reports of dissatisfaction; they're an opportunity to listen to our customers, learn from their experiences, and improve the services we deliver.

This report covers the period from 1 April 2024 to 31 March 2025 and follows the guidance set by the Public Services Ombudsman for Wales (PSOW). It includes the compliments and complaints we received, presented by quarter and broken down by service area, directorate, and outcome.

We share real examples of what customers told us, how we responded, and what we've done to put things right. Where possible, we've compared our data with other Welsh housing associations to help us benchmark performance and drive change.

Feedback is gathered via text message surveys. A score of 1 is treated as an informal complaint, while a score of 5, with positive sentiment, is logged as a compliment.

Every voice matters, and we're committed to getting it right.

What Are Customers Telling Us?

Most of our complaints relate to our **repairs and maintenance service**, accounting for **45%** of all complaints received this year.



Benchmark

According to the Public Services Ombudsman for Wales, 71% of complaints received by housing associations during the first half of 2024/25 were related to repairs and maintenance, including damp and mould. No other category made up more than 5% of the total.

Key Themes in Complaints

The three most common complaint themes were:

1. Communication

Poor communication continues to be the leading cause of complaints, making up 40% of all cases. This has been a consistent issue over several years.

We're actively addressing it through a long-term programme that includes investment in technology, staff training, and system improvements. However, it will take time for the full benefits to be felt, so we anticipate communication-related complaints will remain a theme in the short term.





2. Quality of Work

Informal complaints often centre on the perceived quality of repairs. We know how important it is to finish a job well and part of that is checking in with customers before we leave to make sure they're happy with the work.

3. Time Taken to Complete Repairs

Delays remain a concern. These can be caused by the complexity of the repair, multiple visits being needed, process gaps, or work being carried out by external contractors.

Complaint Outcomes

- Upheld: 62%
- Partially upheld: 14%
- Not upheld: 24%



Benchmark

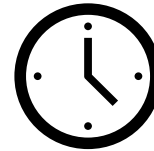
Across 22 housing associations reporting to PSOW, 60% of complaints were upheld in the first half of 2024/25.

Response Times

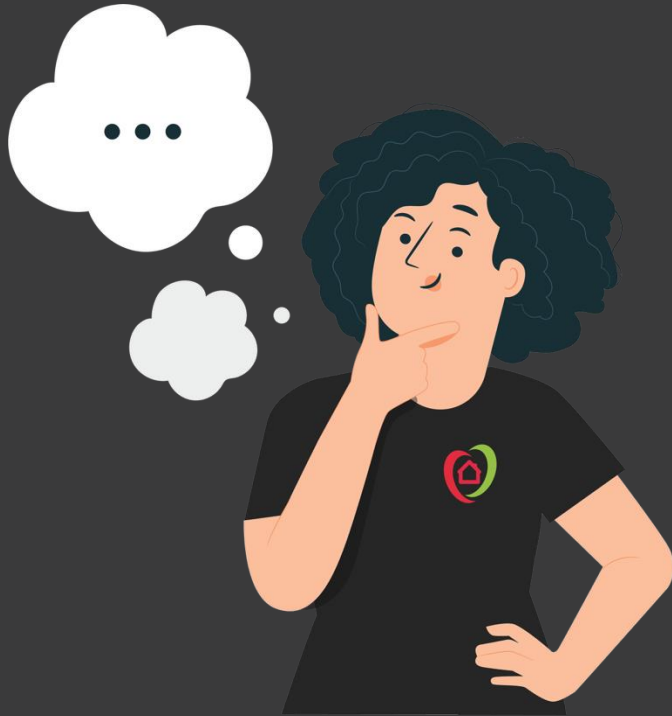
- **Informal complaints:** Average response within 10 working days
- **Formal complaints:** Average response within 15 working days
- **84%** of formal complaints were responded to on time

Benchmark

80% of formal complaints across Wales were responded to within the 20-day target.



Lessons Learnt



We formally captured **49 lessons** this year.

These led to improved policies, updated processes, additional staff training, and better customer communication.

Find us

Solis One, Griffin Lane, Rising Sun Industrial Estate,
Blaina, Blaenau Gwent, NP13 3JW

Contact us

Call us on: 0300 303 1717

Email us: talktous@taicalon.org

Find us on the web at: www.taicalon.org

If you would like this document in a different format or language,
please get in touch with us we would be happy to help.



The Institute of
Customer Service
MEMBER



THE
CYBER
RESILIENCE
CENTRE
FOR WALES
SECURITY ASSURANCE

