

Reference Number: FOI - GYU6GJ48-101008159327

Response provided under: Freedom of Information Act 2000

Request:

1. Year by year (financial years 2023/4, 2024/25, 2025/26) How many stage one complaints were made regarding repairs?
2. Year by year (financial years 2023/4, 2024/25, 2025/26) How many stage two complaints were made regarding repairs?
3. Have complaints increased since the Complaints Handling Code? Does the council believe these new ICPs help tenants get better outcomes? Has the increased use of AI by tenants changed this system? (These are voluntary questions under FOIA).

Response:

1. *Year by year (financial years 2023/4, 2024/25, 2025/26)* How many stage one complaints were made regarding repairs?

Stage 1 complaints regarding repairs:

2023 – 24: 186 (that are specifically about repairs only)

2024 – 25: 282 (that are specifically about repairs only)

2025 – 26: 251 (that are specifically about repairs only)

2. *Year by year (financial years 2023/4, 2024/25, 2025/26)* How many stage two complaints were made regarding repairs?

Stage 2 complaints regarding repairs:

2023 – 24: 22 (that are specifically about repairs only)

2024 – 25: 72 (that are specifically about repairs only)

2025 – 26: 58 (that are specifically about repairs only)



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3. Have complaints increased since the Complaints Handling Code? Does the council believe these new ICPs help tenants get better outcomes? Has the increased use of AI by tenants changed this system? *(These are voluntary questions under FOIA).*

The Housing Ombudsman Complaint Handling Code (CHC) became statutory on 1st April 2024. As can be seen, the 2024 – 25 FY, when the CHC came into force, we witnessed an increase in the number of repairs complaints.

The other 2 questions are not wholly measurable so we would not be able to provide a response.

Information provided by: Cornwall Housing Ltd

Date of response: 15.07.2026