

Annual Summary of Complaint Statistics 2025 to 2026

Complaints Received 2025-26

Reference	Authority	Category	Subcategory	Received
25001774	Redditch Borough Council	Housing	Private housing disrepair	08/05/2025
25003872	Redditch Borough Council	Housing	Managing council tenancies	02/06/2025
25006169	Redditch Borough Council	Housing	Housing-other	27/06/2025
25007839	Redditch Borough Council	Environmental Services & Public Protection & Regulation	Trees	03/09/2025
25009580	Redditch Borough Council	Housing	Allocations	11/08/2025
25009931	Redditch Borough Council	Environmental Services & Public Protection & Regulation	Noise	14/08/2025
25012216	Redditch Borough Council	Housing	Homelessness	17/09/2025
25012855	Redditch Borough Council	Benefits & Tax	Council tax support	25/09/2025
25013050	Redditch Borough Council	Housing	Homelessness	26/09/2025
25013174	Redditch Borough Council	Housing	Allocations	05/12/2025
25014019	Redditch Borough Council	Housing	Allocations	12/11/2025
25016302	Redditch Borough Council	Housing	Allocations	12/11/2025
25021614	Redditch Borough Council	Highways & Transport	Parking provision	24/12/2025
25022407	Redditch Borough Council	Corporate & Other Services	Standards committees	24/01/2026
25027182	Redditch Borough Council	Corporate & Other Services	Standards committees	10/02/2026
25027238	Redditch Borough Council	Housing	NULL	18/02/2026

Complaint Decided 2025-26

Reference	Authority	Category	Subcategory	Decided	Decision	Decision Reason	Remedy
25001774	Redditch Borough Council	Housing	Private housing disrepair	08/05/2025	Referred back for local resolution	Premature Decision - advice given	
25003872	Redditch Borough Council	Housing	Managing council tenancies	02/06/2025	Advice given	Signpost - go to complaint handling	
25007839	Redditch Borough Council	Environmental Services & Public Protection & Regulation	Trees	22/12/2025	Closed after initial enquiries	No worthwhile outcome achievable by investigation	
25009580	Redditch Borough Council	Housing	Allocations	11/08/2025	Referred back for local resolution	Premature Decision - advice given	
25009931	Redditch Borough Council	Environmental Services & Public Protection & Regulation	Noise	14/08/2025	Referred back for local resolution	Premature Decision - advice given	
25012216	Redditch Borough Council	Housing	Homelessness	17/09/2025	Referred back for local resolution	Premature Decision - advice given	
25012855	Redditch Borough Council	Benefits & Tax	Council tax support	06/10/2025	Closed after initial enquiries	26(6)(a) tribunal Other	
25013050	Redditch Borough Council	Housing	Homelessness	26/09/2025	Referred back for local resolution	Premature Decision - advice given	
25016302	Redditch Borough Council	Housing	Allocations	12/11/2025	Referred back for local resolution	Premature Decision - referred to Organisation	
25021614	Redditch Borough Council	Highways & Transport	Parking provision	24/12/2025	Referred back for local resolution	Premature Decision - advice given	
25027238	Redditch Borough Council	Housing	NULL	18/02/2026	Incomplete/Invalid	Insufficient information to proceed and PA advised	

Compliance 2025-26

No compliance data recorded during the period.

Notes

Explanatory notes	
Cases received	
Cases with a recorded received date between 1 April 2025 and 31 March 2026. Status as of 7 April 2026.	
Cases decided	
Cases with a recorded decision date between 1 April 2025 and 31 March 2026. Status as of 7 April 2026. Please note that some cases may have been reopened since that date, with either a decision outcome pending or a new decision outcome recorded.	
We report our decisions by the following outcomes:	
Invalid or incomplete: We were not given enough information to consider the issue.	These decision outcomes are included in the number of cases reported as not for us / not ready for us in the complaints overview section on the online map.
Advice given: We provided early advice or explained where to go for the right help.	
Referred back for local resolution: We found the complaint was brought to us too early because the organisation involved was not given the chance to consider it first.	
Closed after initial enquiries: We assessed the complaint but decided against completing an investigation. This might be because the law says we're not allowed to investigate it, or because it would not be an effective use of public funds if we did.	This decision outcome is included in the number of cases reported as assessed and closed in the complaints overview section on the online map.
Upheld: We completed an investigation and found evidence of fault, or the organisation provided a suitable remedy early on.	These decision outcomes are included in the number of cases reported as investigated in the complaints overview section on the online map.
Not upheld: We completed an investigation but did not find evidence of fault.	
The following decision reasons are satisfactory remedy decisions , i.e. upheld cases where we were satisfied the authority had already provided a suitable remedy to resolve the complaint: <i>Upheld - Injustice remedied during organisations complaint processes</i> <i>Upheld - fault & inj - no further action organisation already remedied</i>	These decision reasons are included in the number of cases reported as satisfactory remedies provided by the council on the online map.
Compliance outcomes	
Cases with a recorded remedy achieved date between 1 April 2025 and 31 March 2026. Status as of 27 April 2026. The relevant date is the date of compliance with the recommendations (for example, the date on an apology letter) rather than the date the evidence is provided to us. If we were notified after 27 April 2026 of a remedy achieved before 31 March 2026, this will not be included here. Where the 'Satisfaction with Compliance' column records a non-compliance outcome of 'Remedy not complete and not satisfied', the 'Remedy Achieved' date designates the date the case was closed and a new case opened.	
This year we are publishing a timely compliance statistic alongside the overall compliance rate. The statistic will show both the number and percentage of cases where agreed recommendations were recorded as completed on time. To be recorded as 'on time', all parts of a multi part recommendation need to have been recorded as delivered within agreed timescales. Alongside this new statistic we are providing more detailed 'Satisfaction with Compliance' outcomes. These are: - <i>Remedy satisfied on time</i> - <i>Remedy satisfied late. Personal remedy and service improvement late.</i> - <i>Personal remedy late. No service improvement recommendations.</i> - <i>Personal remedy late. Service improvement satisfied on time.</i> - <i>Service improvement late. No personal remedy.</i> - <i>Service improvement late. Personal remedy satisfied on time.</i> - <i>Remedy not complete and not satisfied.</i>	