

Annual complaints statistics – the canary in the coal mine

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The value of complaints



Trends in complaints

2022-23

- 2,641 determinations
- 55% maladministration rate
- 131 severe mal
- 146 complaint handling failure orders
- 6,590 orders and recommendations
- £1.1m compensation

2023-24

- 5,465 determinations
- 73% maladministration rate
- 856 severe mal
- 168 complaint handling failure orders
- 21,740 orders and recommendations
- £4.9m compensation

Trends in complaints

271 individual reports

126 landlords over 75% mal

- 66 local authorities
- 53 housing associations
- 7 other type

2 landlords with no maladministration

5 landlords went under 75% mal

- 3 local authorities
- 2 housing associations

Size and type

Housing associations

- 499 severe maladministrations
- 71% mal rate

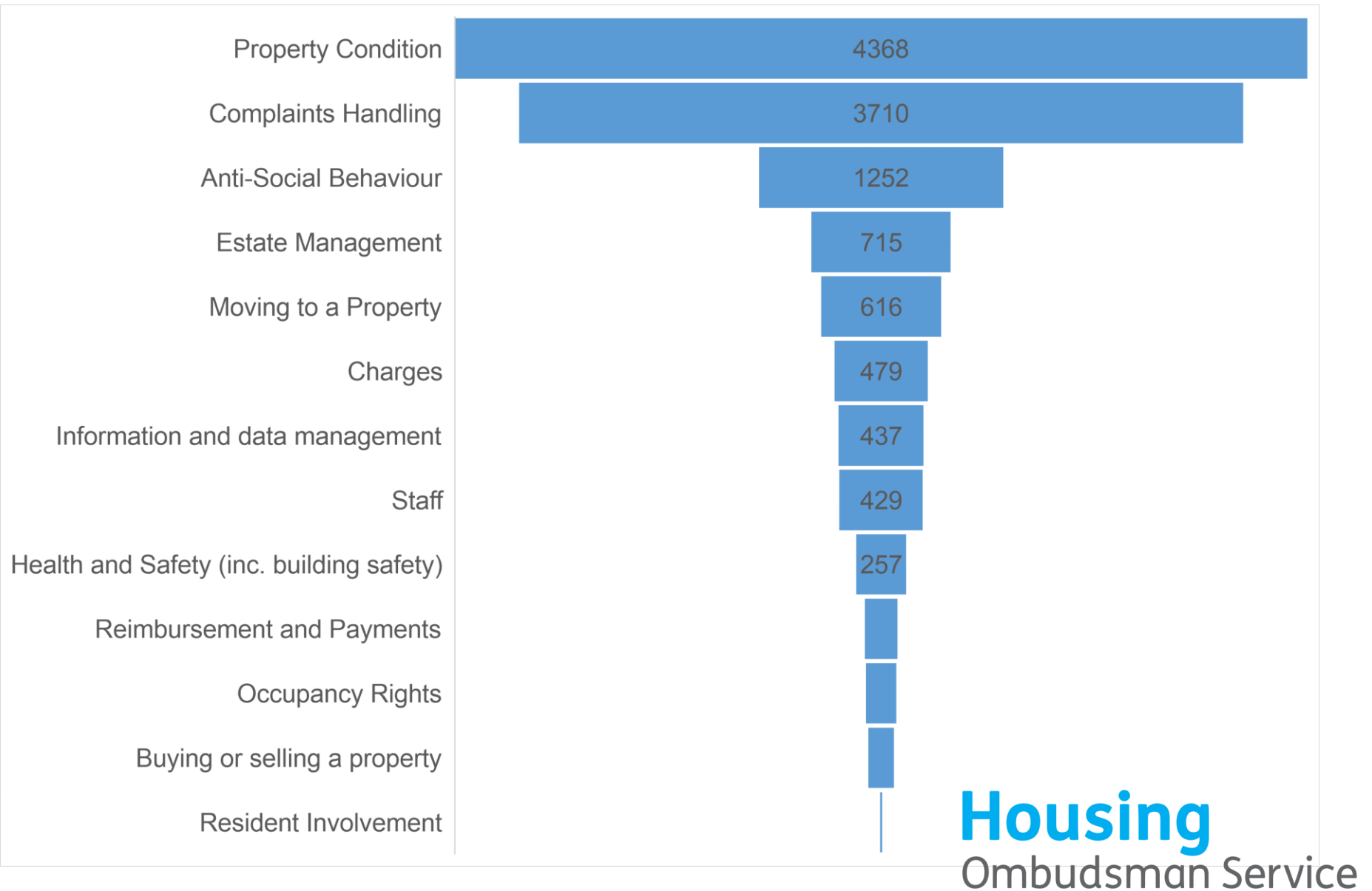
Local authorities

- 347 severe maladministrations
- 78% mal rate

Large landlords

- 753 of the 856 severe maladministrations
- 96% of the CHFOs issued

Category of complaint



Category maladministration rates

Property
condition

73% mal
rate

10%
severe
mal rate

Complaint
handling

84% mal
rate

6%
severe
mal rate

Health &
Safety

62% mal
rate

5%
severe
mal rate

Information
and data
management

90% mal
rate

4%
severe
mal rate

Regional headlines

London

- 77% mal rate
- Property condition – 79% mal rate
- ASB – 74% mal rate
- 9% severe mal rate

South East

- 74% mal rate
- Property condition – 75% mal rate
- ASB – 69% mal rate
- 6% severe mal rate

South West

- 71% mal rate
- Property condition – 71% mal rate
- ASB – 74% mal rate
- 7% severe mal rate

Regional headlines

East of England

- 70% mal rate
- Property condition – 71% mal rate
- ASB – 69% mal rate
- 4% severe mal rate

Midlands

- 68% mal rate
- Property condition – 71% mal rate
- ASB – 68% mal rate
- 7% severe mal rate

North West

- 67% mal rate
- Property condition – 70% mal rate
- ASB – 60% mal rate
- 4% severe mal rate

NE & Yorkshire

- 62% mal rate
- Property condition – 64% mal rate
- ASB – 65% mal rate
- 3% severe mal rate