

HOW WE'RE PERFORMING

Complaints

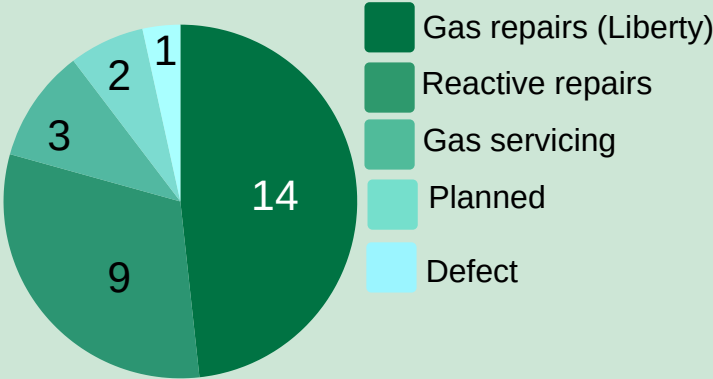
1st January to 31st March 2024

Total number of complaints

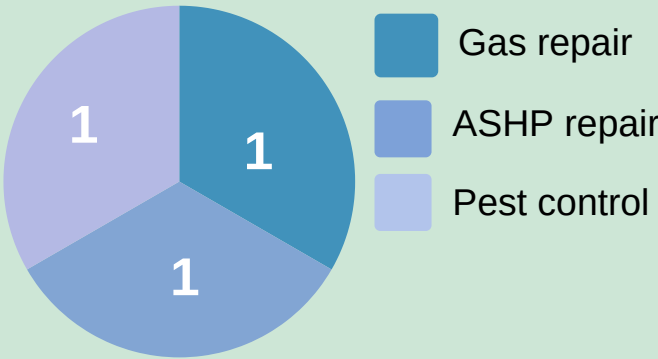


Complaints by service area

Quick and informal resolutions:



Formal complaints, stage one:



Formal complaints

100% of stage one complaints acknowledged in **3 working days**

66% of stage one responses provided in **10 working days**

1 stage one responses extended

66% of complaints resolved at stage one

1 complaints in progress at stage two

0 complaint failure orders

0 complaints referred to the Housing Ombudsman