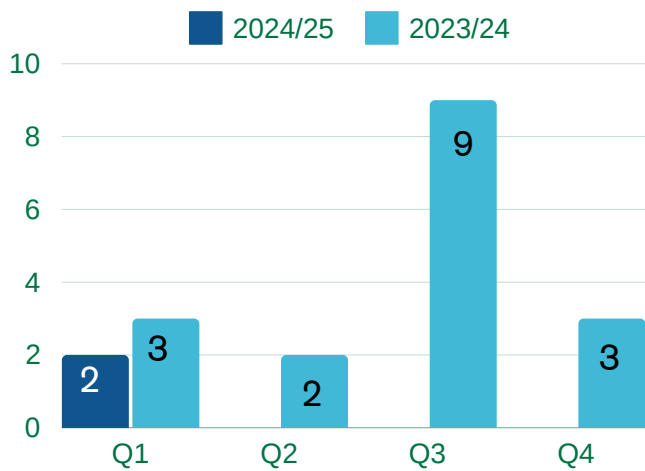


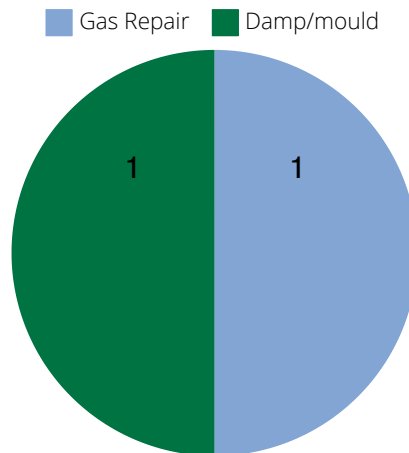
# Formal Complaints

1st April 2024 to 31st March 2025

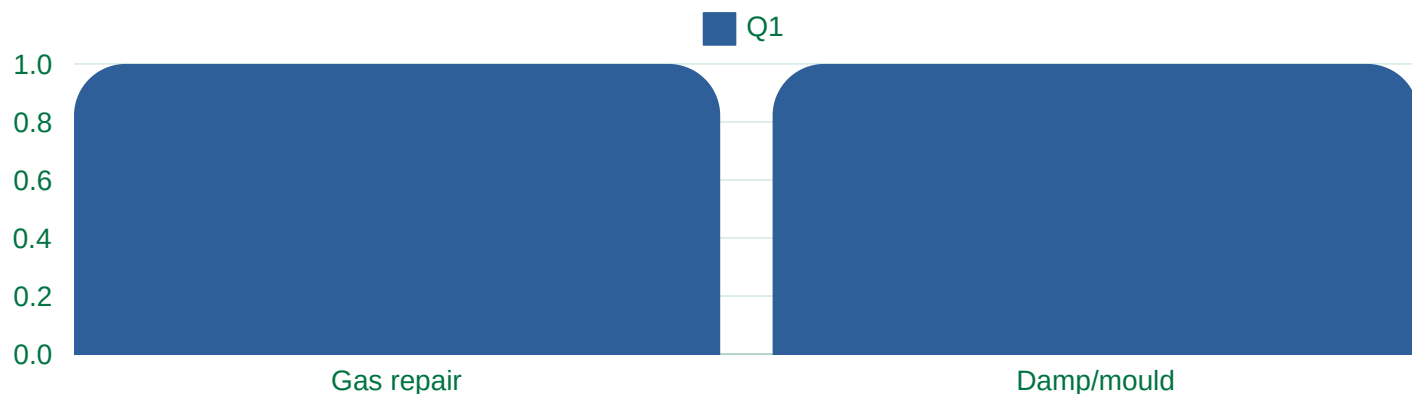
### Number of formal complaints per quarter compared to last year



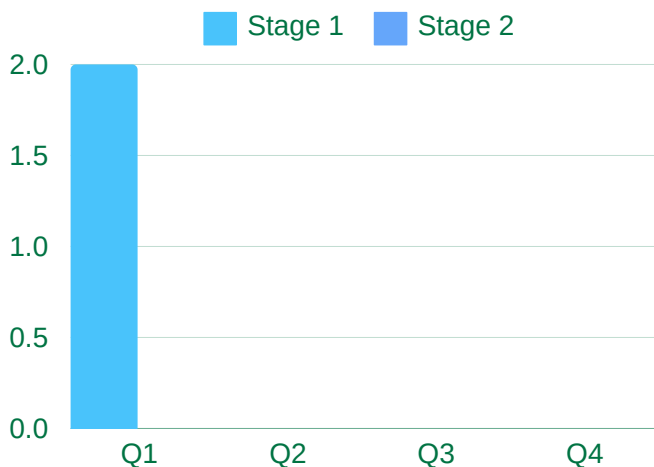
### Formal complaints per category - Q1



### Formal complaint category per quarter



### Number of Stage 1 and 2 complaints per quarter



Number of complaints Housing Ombudsman determinations: 0

Quarter dates:  
Q1: 1 Apr - 30 Jun 2024  
Q2: 1 Jul - 30 Sep 2024  
Q3: 1 Oct - 31 Dec 2024  
Q4: 1 Jan - 31 Mar 2025

## Actions taken:-

- New gas contractor commenced on 1/4/24
- Completed a self assessment against the Housing Ombudsman spotlight review on damp and mould and produced a Policy