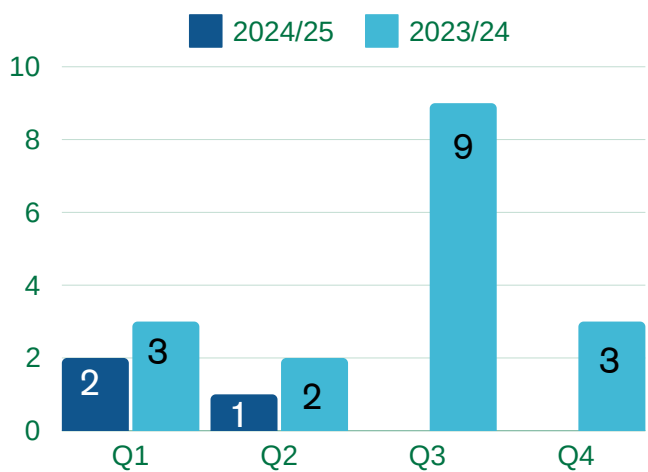


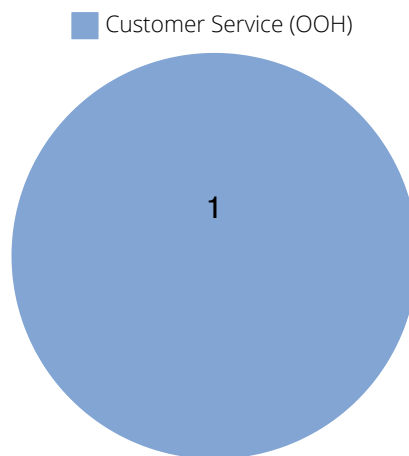
Formal Complaints

1st April 2024 to 31st March 2025

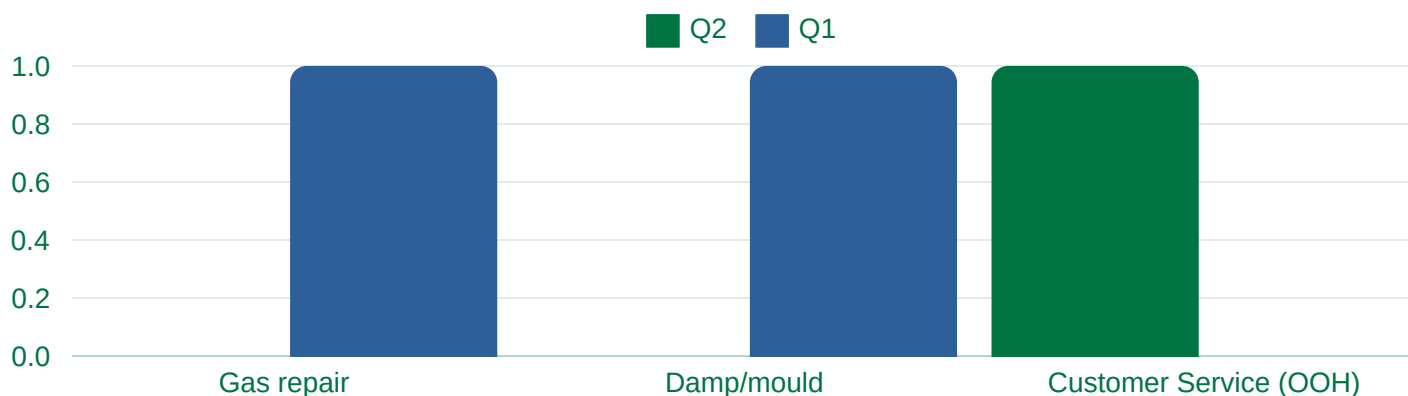
Number of formal complaints per quarter compared to last year



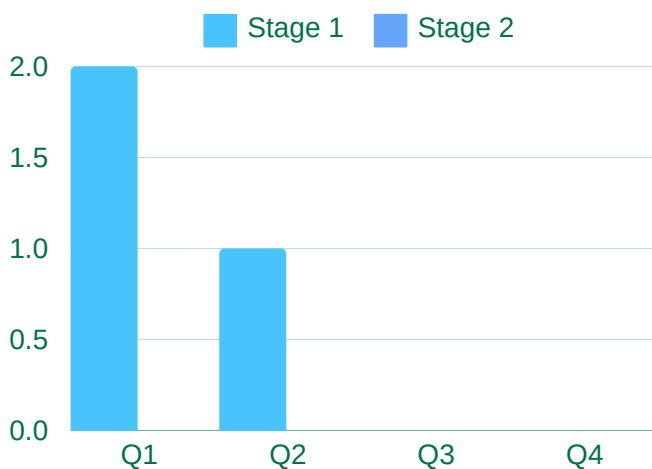
Formal complaints per category - Q2



Formal complaint category per quarter



Number of Stage 1 and 2 complaints per quarter

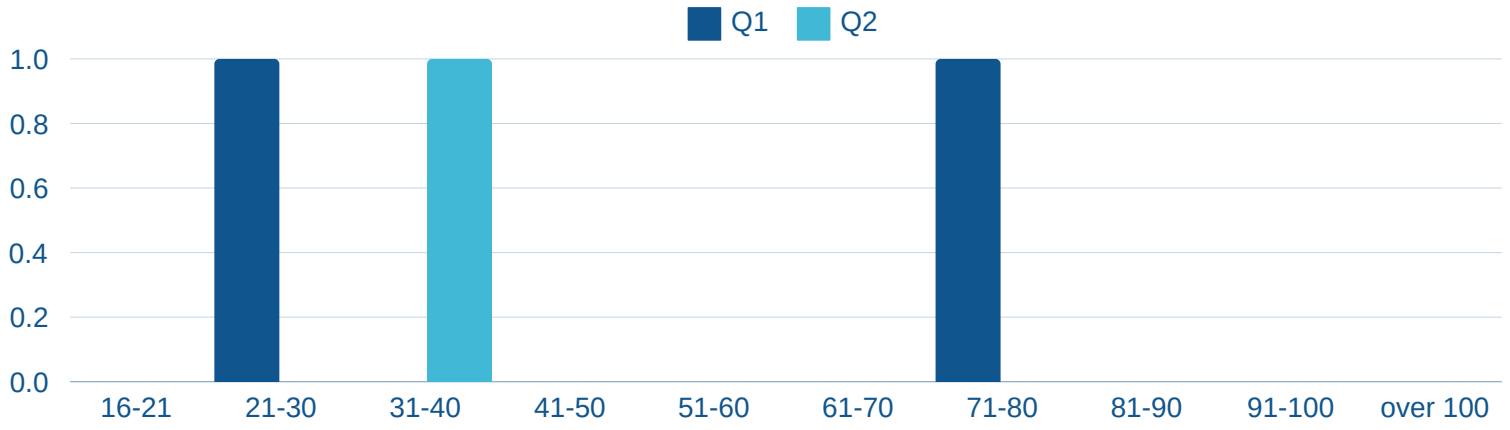


Number of complaints Housing Ombudsman determinations: 0

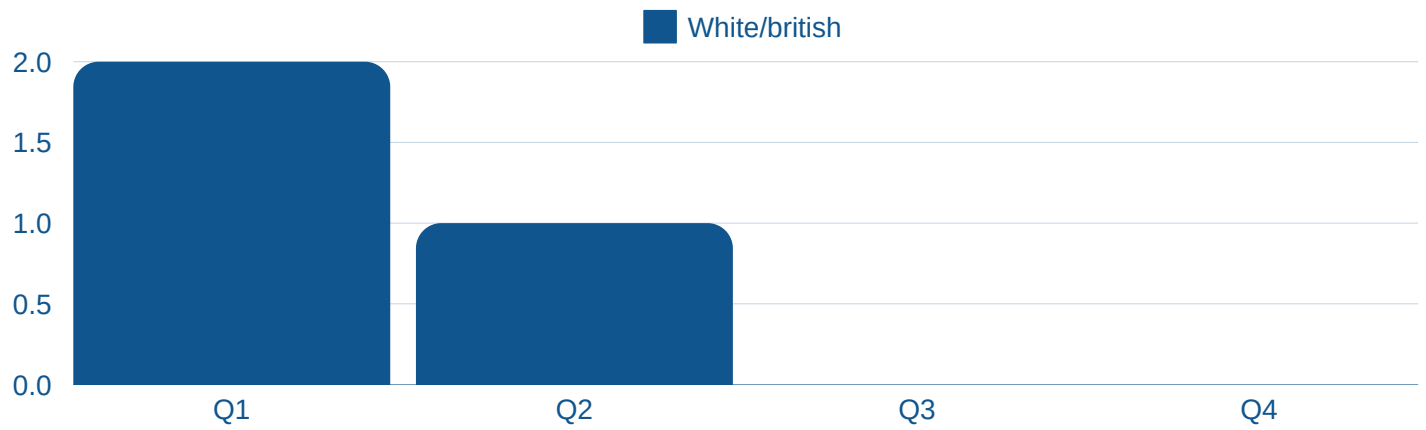
Actions taken:-

- Monthly call quality checks from Pinnacle
- Pinnacle have improved the information on their systems and included links to residents responsibility on our website

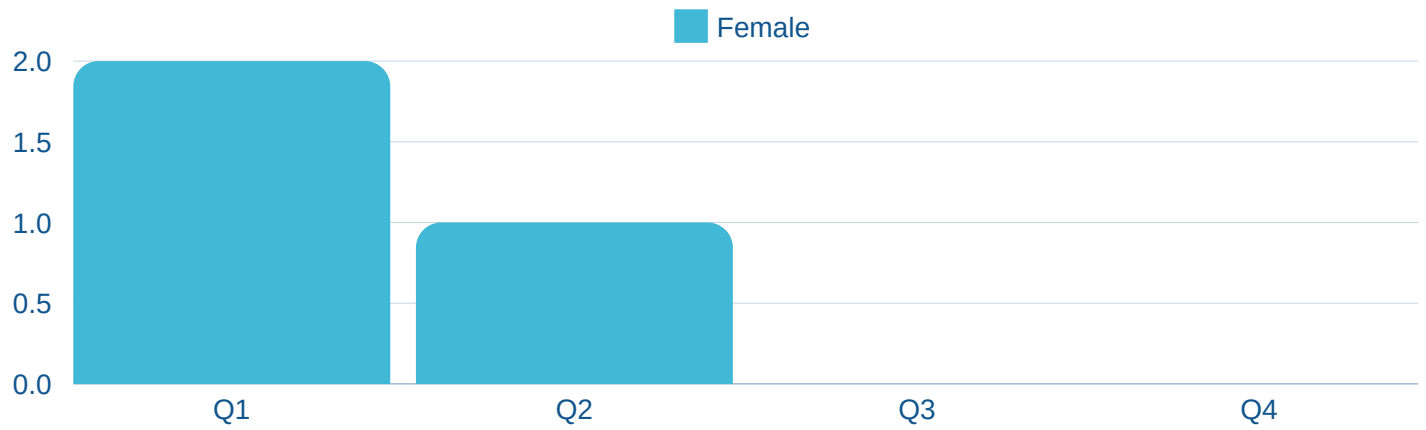
Formal complaints per age



Formal complaints per ethnicity



Formal complaints per gender



Formal complaints per length of tenancy

