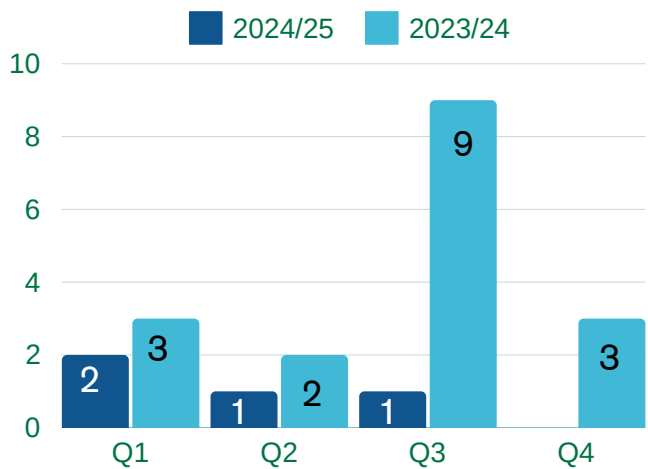


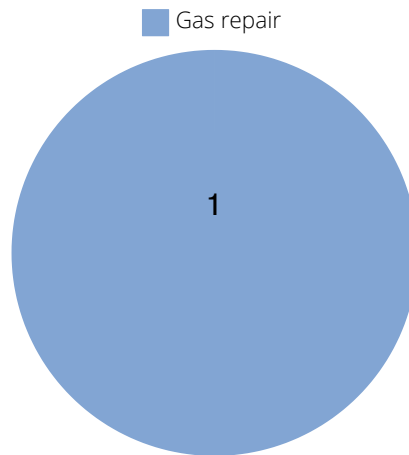
# Formal Complaints

1st April 2024 to 31st March 2025

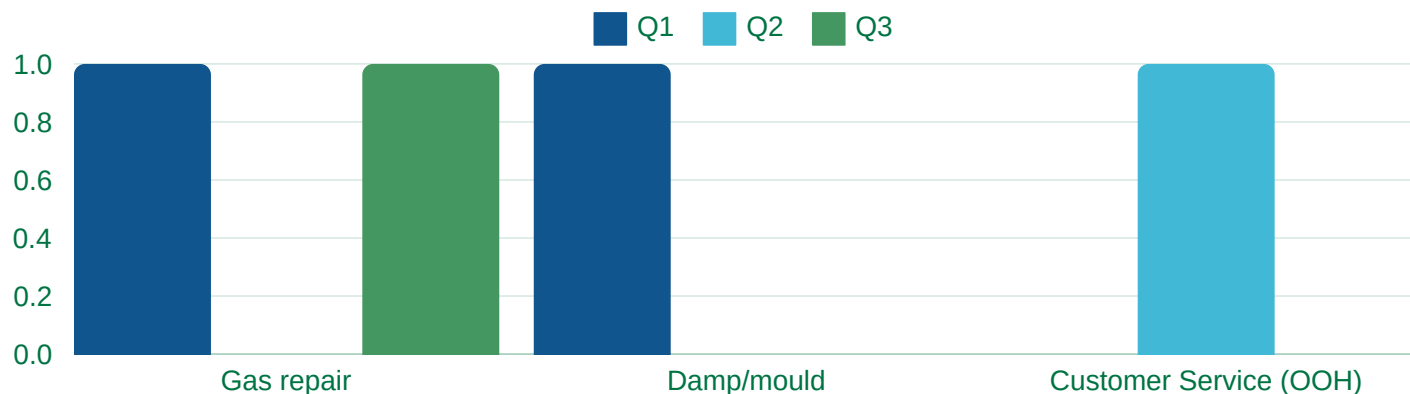
Number of formal complaints per quarter compared to last year



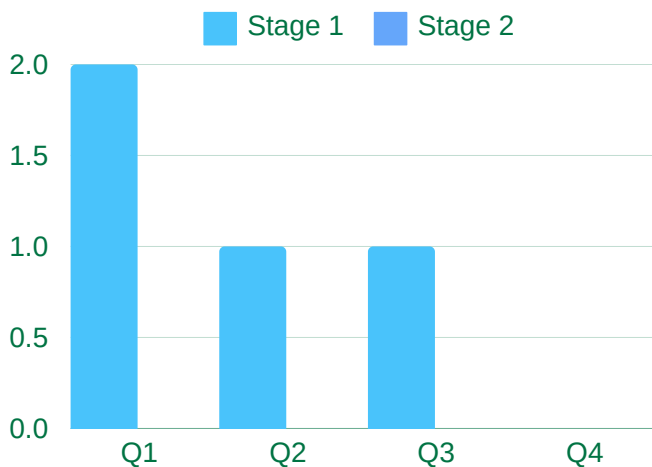
Formal complaints per category - Q3



Formal complaint category per quarter



Number of Stage 1 and 2 complaints per quarter

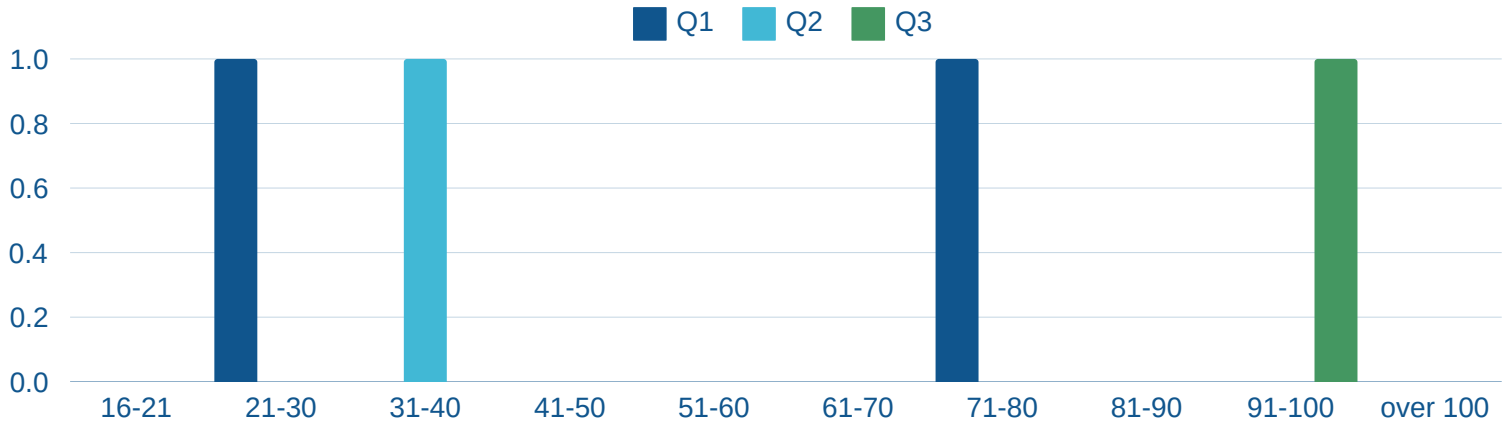


Number of complaints Housing Ombudsman determinations: 0

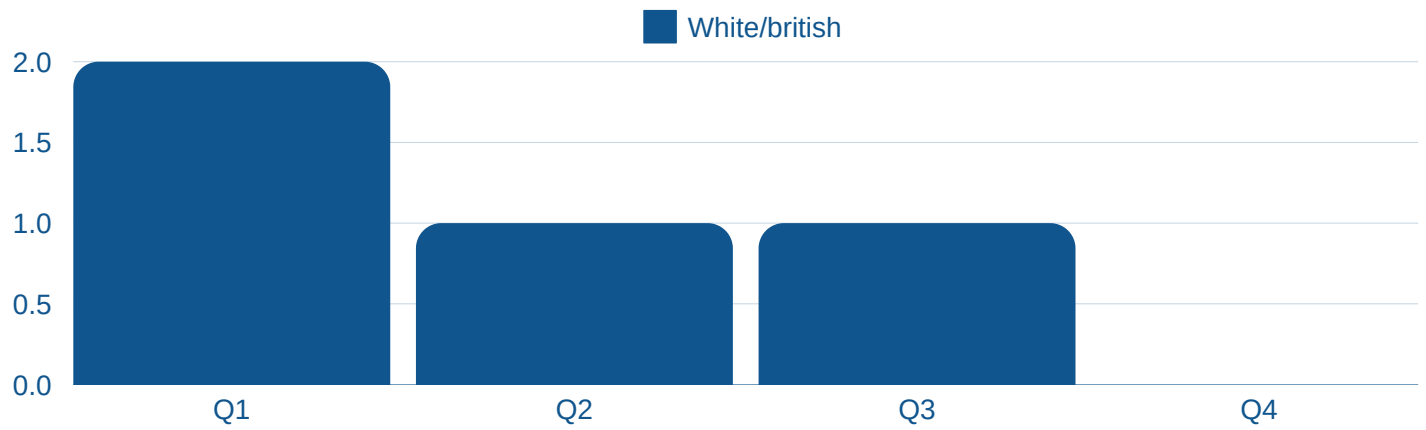
## Actions taken:-

- Daily operational meetings with gas contractor
- Monthly contractor performance meetings set up with gas contractor to overview processes

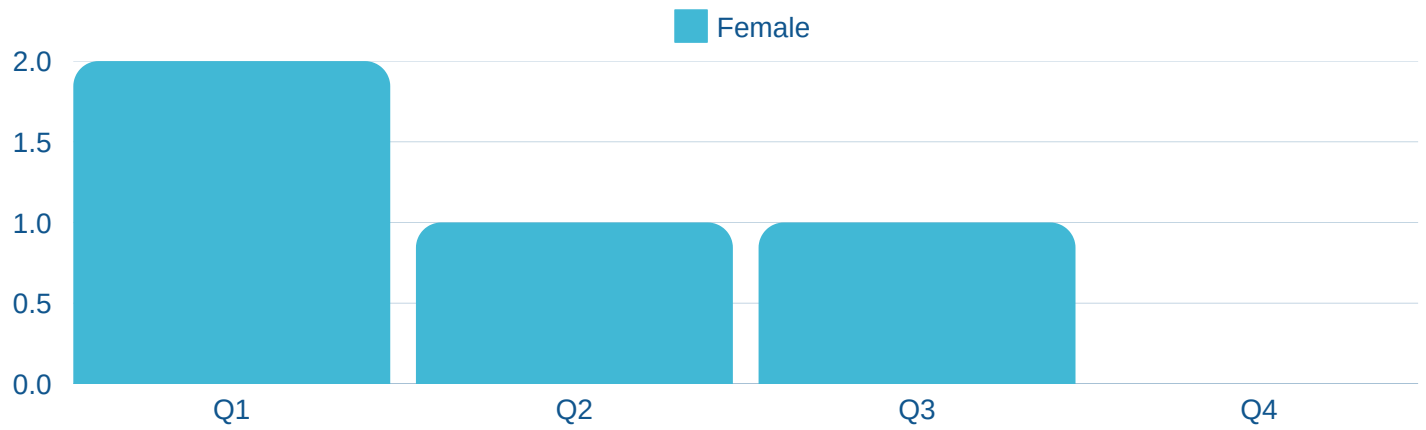
### Formal complaints per age



### Formal complaints per ethnicity



### Formal complaints per gender



### Formal complaints per length of tenancy

