

HOW WE'RE PERFORMING



Complaints

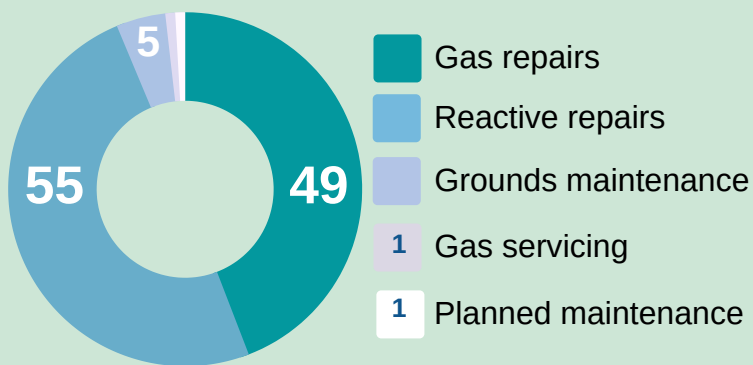
1st October 2021 to 31st December 2021

Total number of complaints

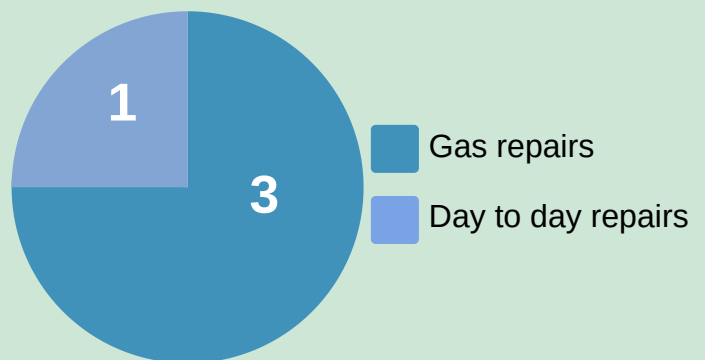


Complaints by service area

Quick and informal resolutions:



Formal complaints, stage one:



Formal complaints



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



100% of stage one responses provided in **10 working days**



0 stage one responses extended



100% of complaints resolved at stage one



0 complaints escalated to stage two



0 complaint failure orders



0 complaints referred to the Housing Ombudsman



100% satisfaction with complaints process from satisfaction surveys completed