

HOW WE'RE PERFORMING

Warwickshire
Rural
Housing
Association



Complaints

1st October to 31st December 2023

Total number of complaints



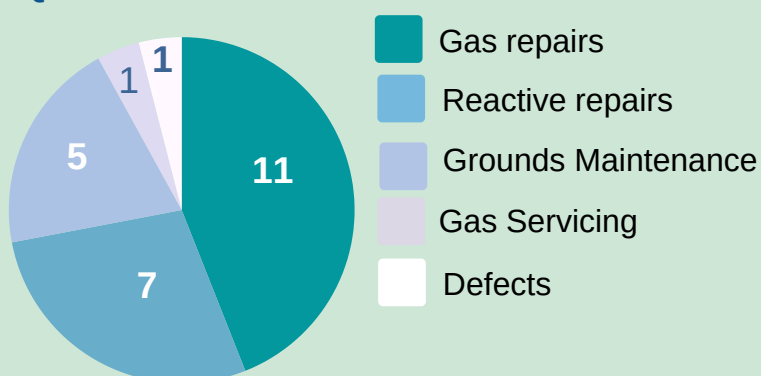
Formal complaints



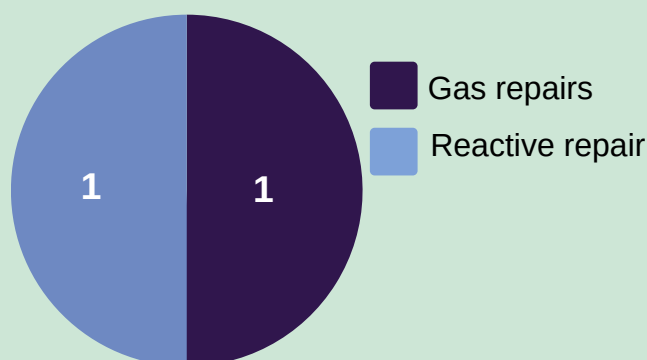
Quick and informal resolution

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



50% of complaints resolved at stage one



1 complaints escalated to stage two



0 complaint failure orders



0 complaints referred to the Housing Ombudsman