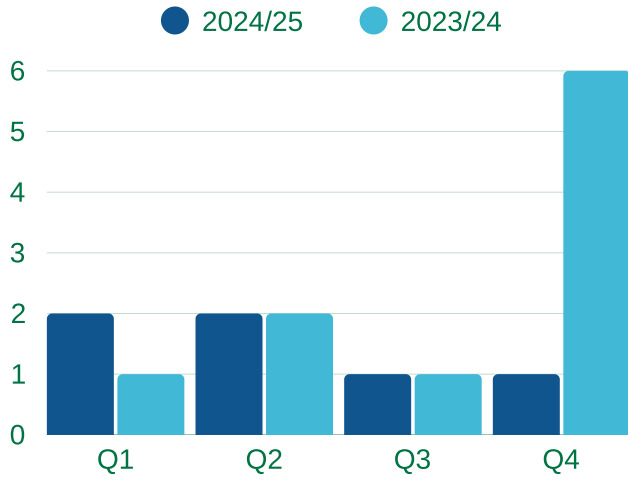


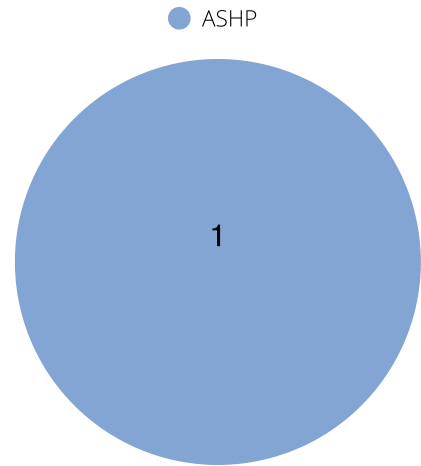
# Formal Complaints

1st April 2024 to 31st March 2025

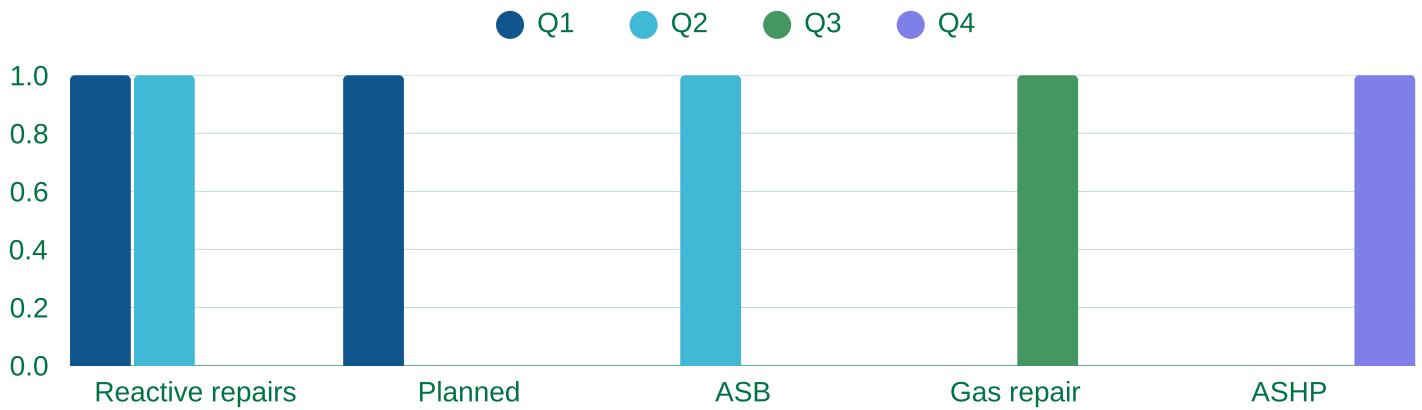
Number of formal complaints per quarter compared to last year



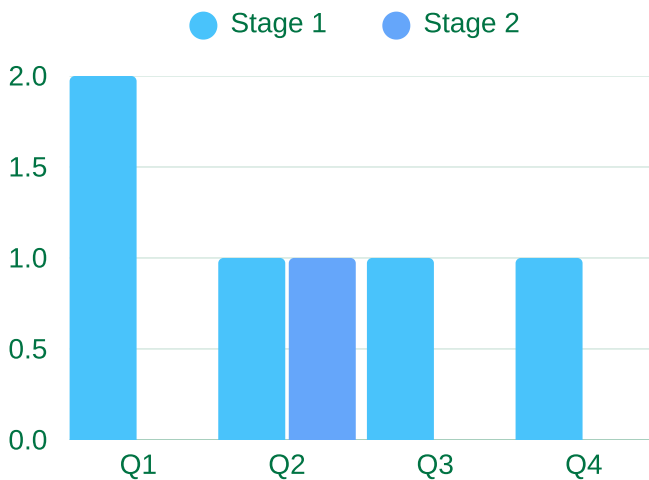
Formal complaints per category - Q4



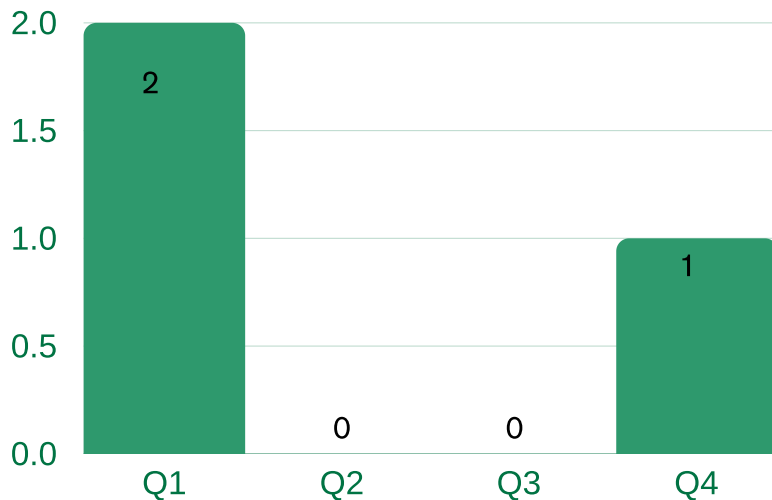
Formal complaint category per quarter



Number of Stage 1 and 2 complaints per quarter



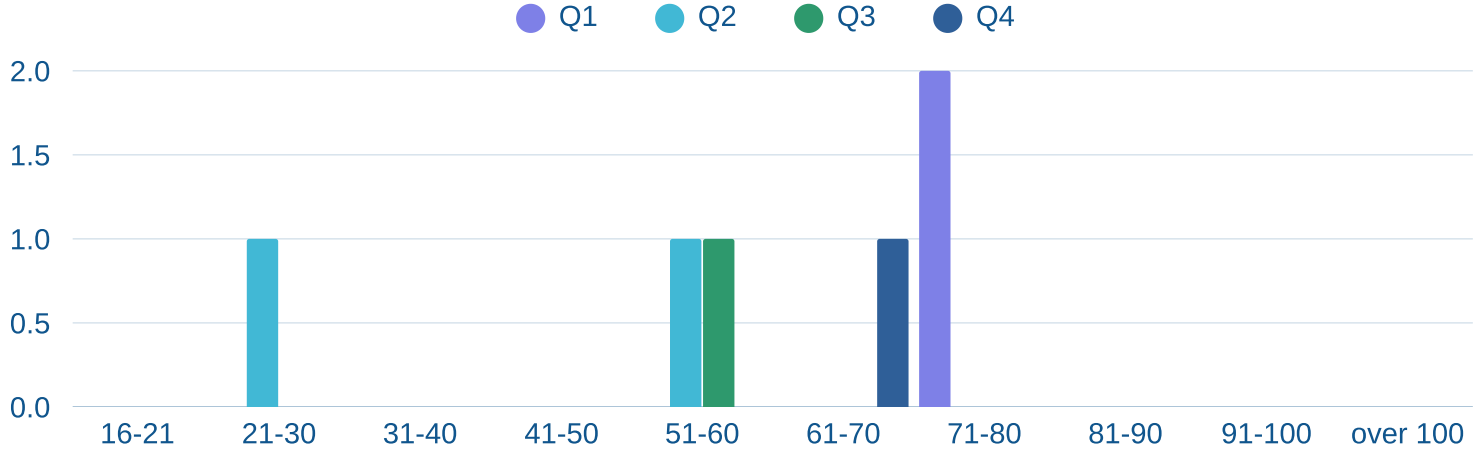
Number of complaints Housing Ombudsman determinations



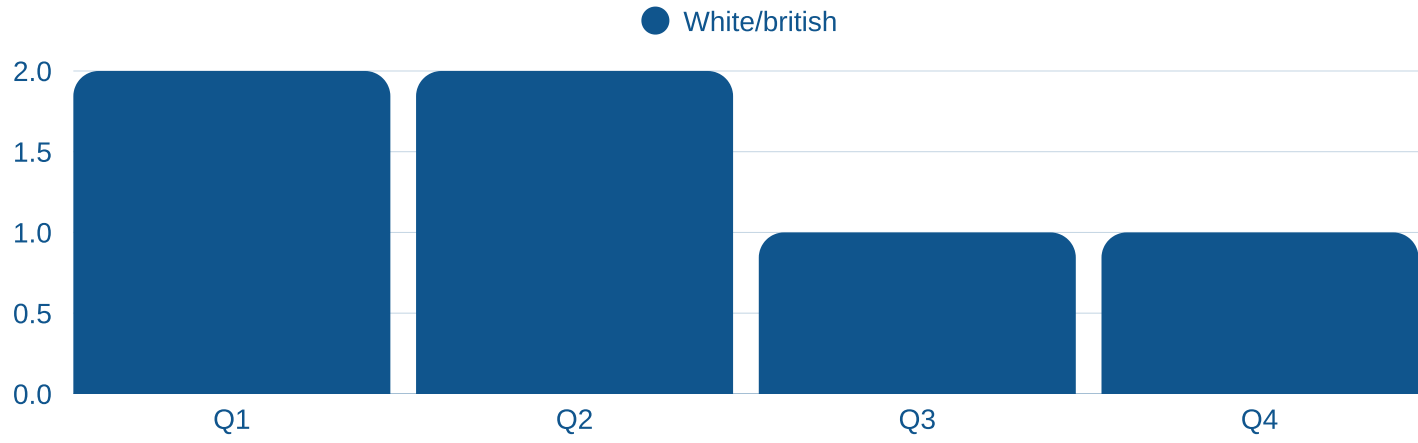
## Actions taken:-

- User guides are being produced for ASHP.

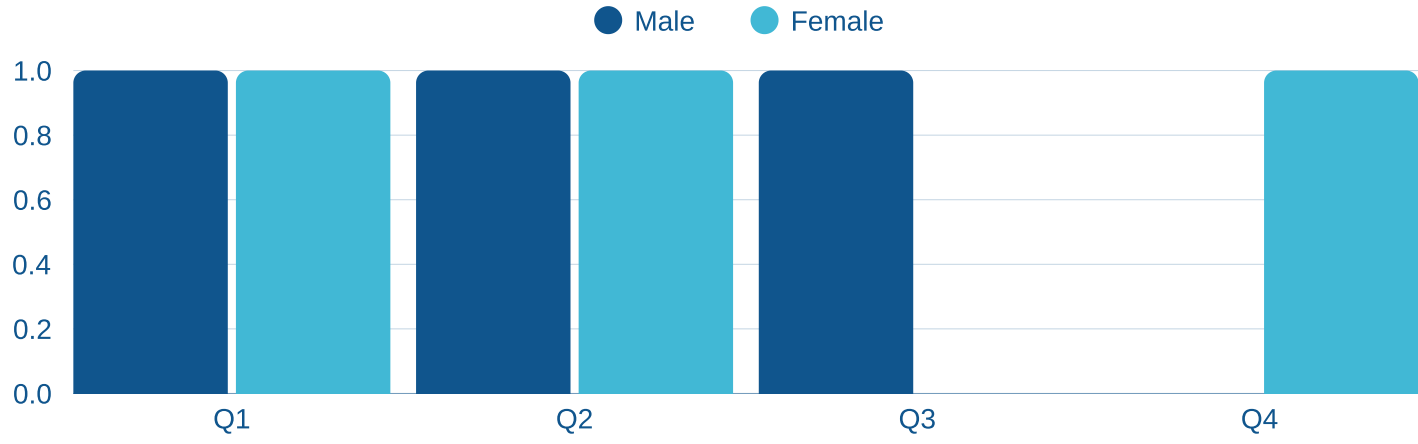
Formal complaints per age



Formal complaints per ethnicity



Formal complaints per gender



Formal complaints per length of tenancy

