

WRHA ANNUAL COMPLAINT HANDLING AND SERVICE IMPROVEMENT REPORT

Formal Complaints

1st April 2024 to 31st March 2025

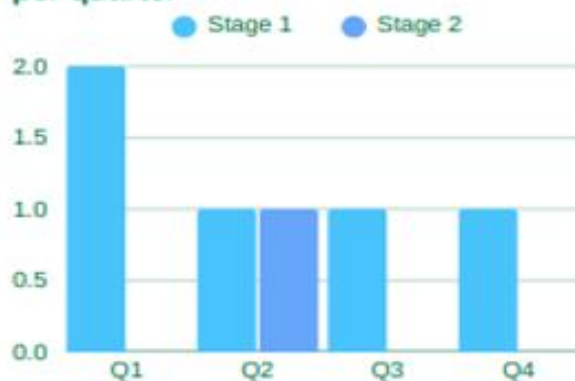
Number of formal complaints per quarter compared to last year



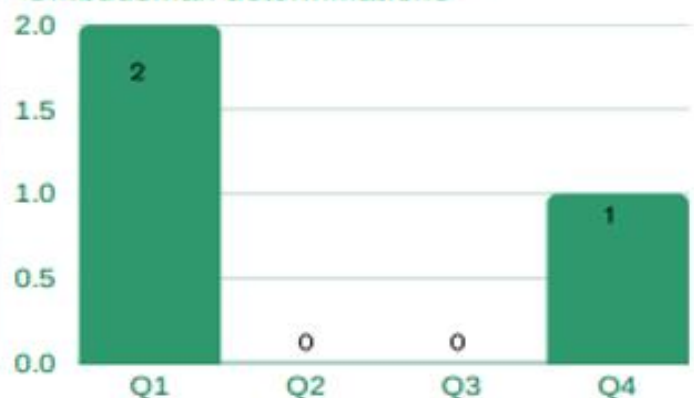
Formal complaint category per quarter



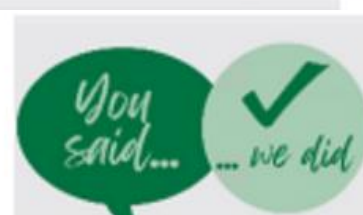
Number of Stage 1 and 2 complaints per quarter



Number of complaints Housing Ombudsman determinations



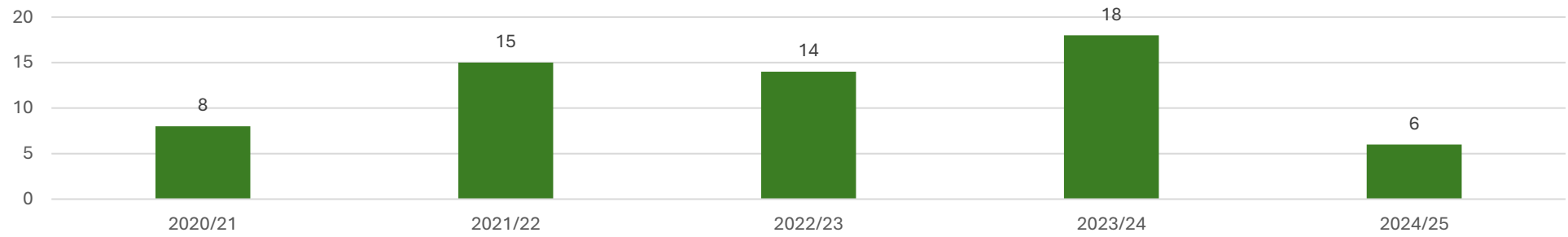
Some examples of Service improvements made as a result of the learning from complaints are on our website



Formal complaints performance

PERFORMANCE MEASURE	TARGET	QUARTER 1 1/4/24 - 30/6/24	QUARTER 2 1/7/24 - 30/9/24	QUARTER 3 1/10/24 - 31/12/24	QUARTER 4 1/1/25 - 31/3/25
NUMBER OF COMPLAINTS NOT PROCESSED		0	0	0	0
NUMBER OF STAGE 1 COMPLAINTS		2	2	1	1
STAGE 1 - ACKNOWLEDGED WITHIN 3 DAYS	100%	100%	100%	100%	100%
STAGE 1 - RESPONSE WITHIN 10 DAYS	95%	100%	100%	100%	100%
STAGE 1 - RESPONSE EXTENDED	<5%	0	0	0	0
STAGE 1 - COMPLAINTS RESOLVED	95%	100% (2)	50% (1)	100% (1)	100% (1)
NUMBER OF STAGE 2 COMPLAINTS		0	1	0	0
STAGE 2 - ACKNOWLEDGED WITHIN 3 DAYS	100%	N/A	100%	N/A	N/A
STAGE 2 - RESPONSE WITHIN 20 DAYS	95%	N/A	0%	N/A	N/A
STAGE 2 - COMPLAINTS RESOLVED	95%	N/A	0%	N/A	N/A
STAGE 2 - COMPLAINT CLOSED WITHOUT RESOLUTION	5%	N/A	100%	N/A	N/A
NUMBER OF HOUSING OMBUDSMANS DETERMINATION		2	0	0	1
NUMBER OF COMPLAINT FAILURE ORDERS		0	0	0	1
SATISFACTION WITH COMPLAINTS PROCESS	65%	100% (1)	NO RESPONSES	NO RESPONSES	NO RESPONSES

Total number of formal complaints



Formal complaints by complaint category

