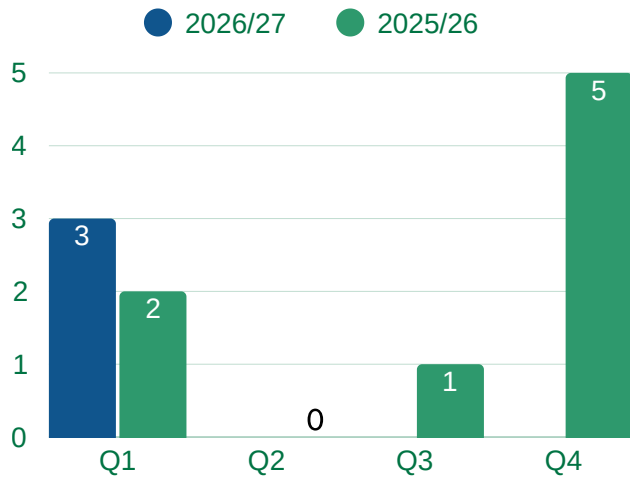


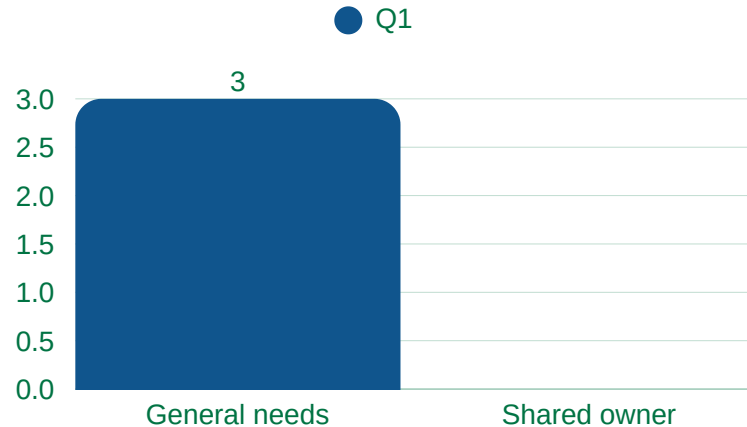
# Formal Complaints

1st April 2026 to 31st March 2027

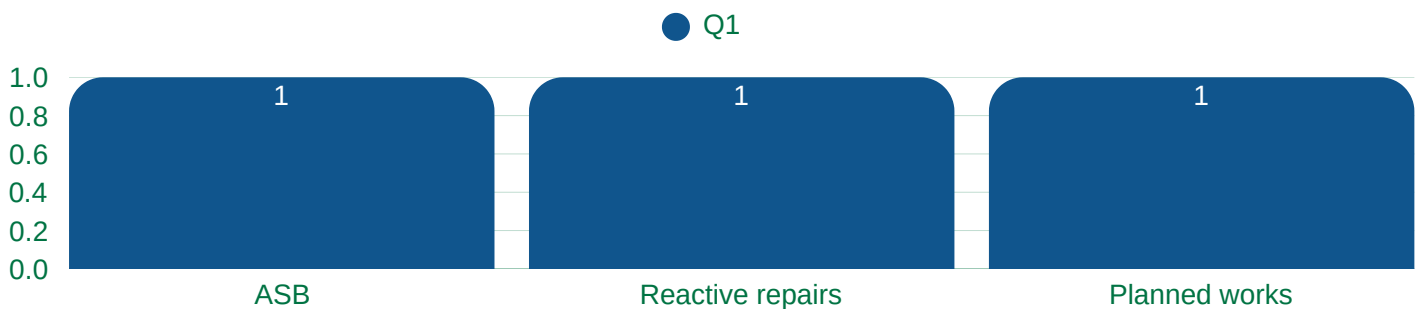
Number of formal complaints per quarter compared to last year



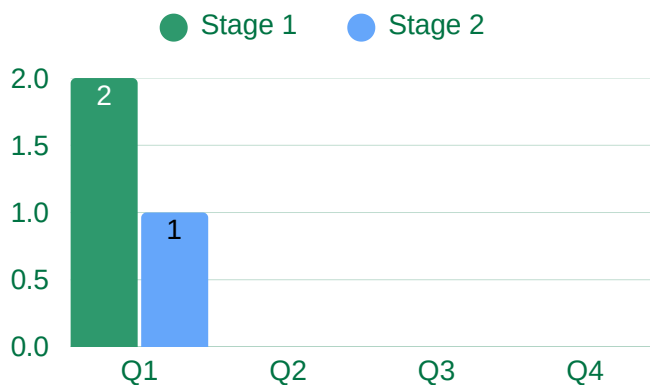
Formal complaints - tenure type



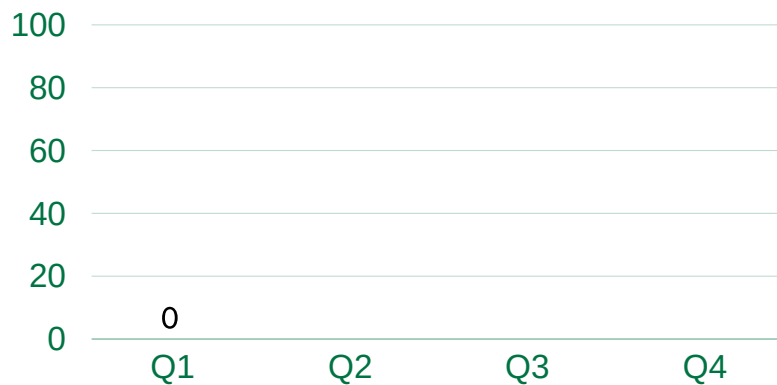
Formal complaint category per quarter



Number of Stage 1 and 2 complaints per quarter



Number of complaints Housing Ombudsman determinations



## Actions taken:-

- Procedural change to manage repeat reactive repairs
- HM Team ensure clear and consistent communication with the limitations of our role regarding ASB, to reinforce certain incidents need to be reported to the policy and work collaboratively with partners to manage complex cases
- Implemented improved logging and monitoring of snags following planned works; ensured clear ownership and escalation process; and strengthened contract management.