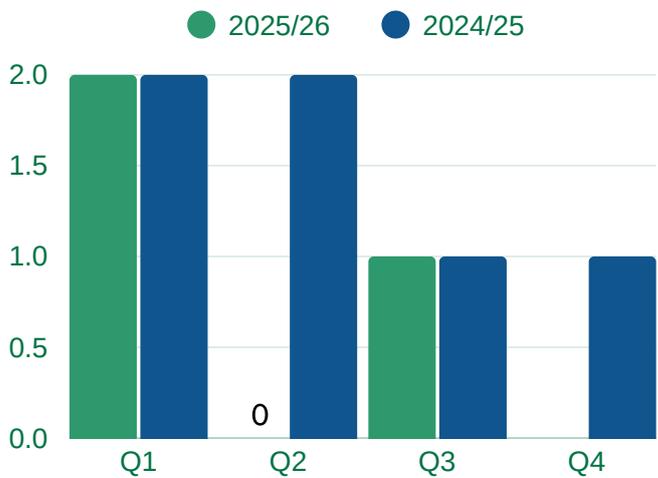


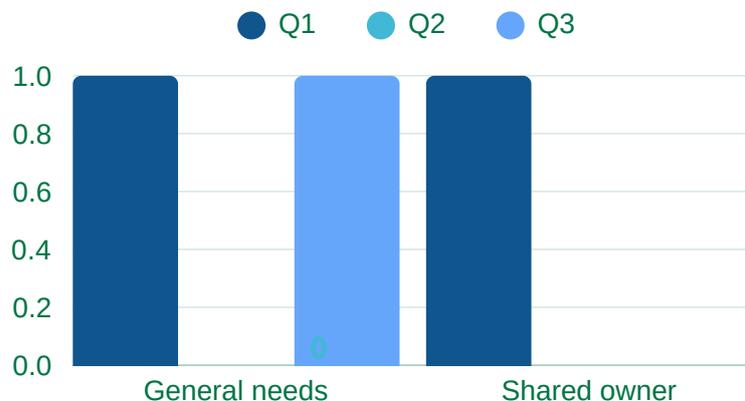
Formal Complaints

1st April 2025 to 31st March 2026

Number of formal complaints per quarter compared to last year



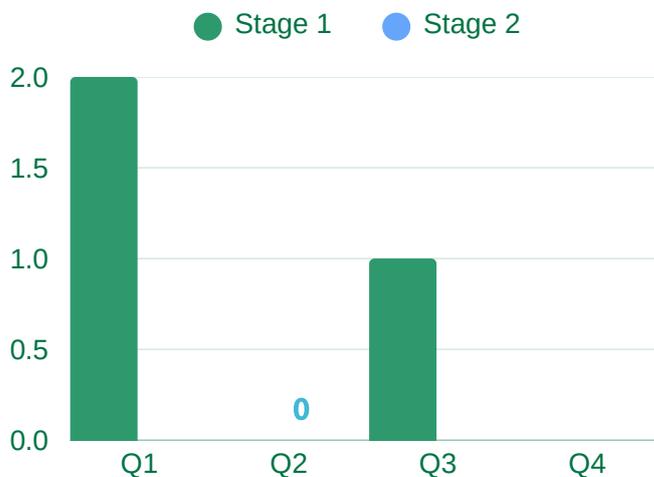
Formal complaints - tenure type



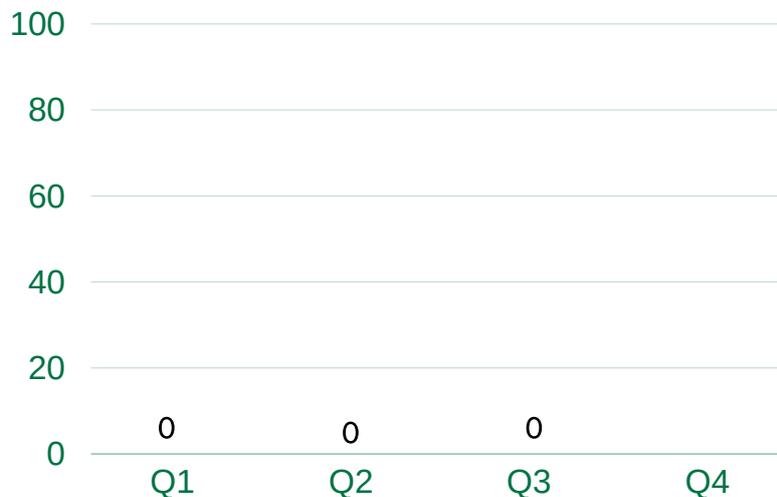
Formal complaint category per quarter



Number of Stage 1 and 2 complaints per quarter



Number of complaints Housing Ombudsman determinations



Actions taken:-

- Staff to make it clear to residents who will be attending visits
- Staff reminded to log unacceptable behaviour
- Assess whether the use of body cameras is appropriate when visiting residents.