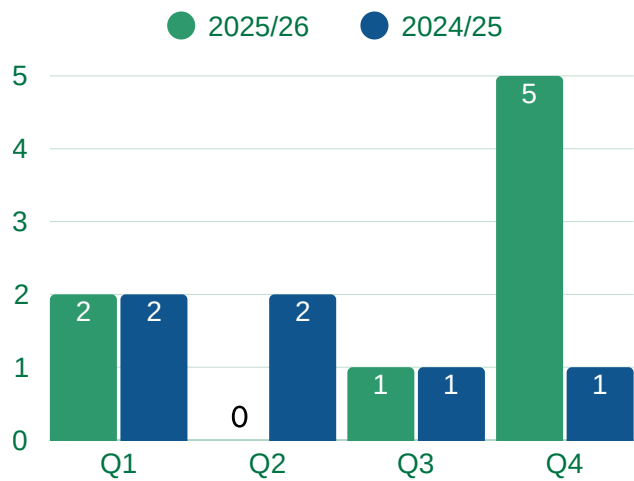


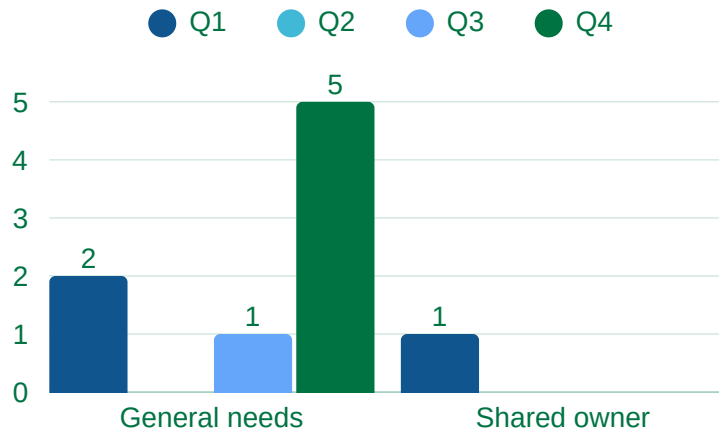
Formal Complaints

1st April 2025 to 31st March 2026

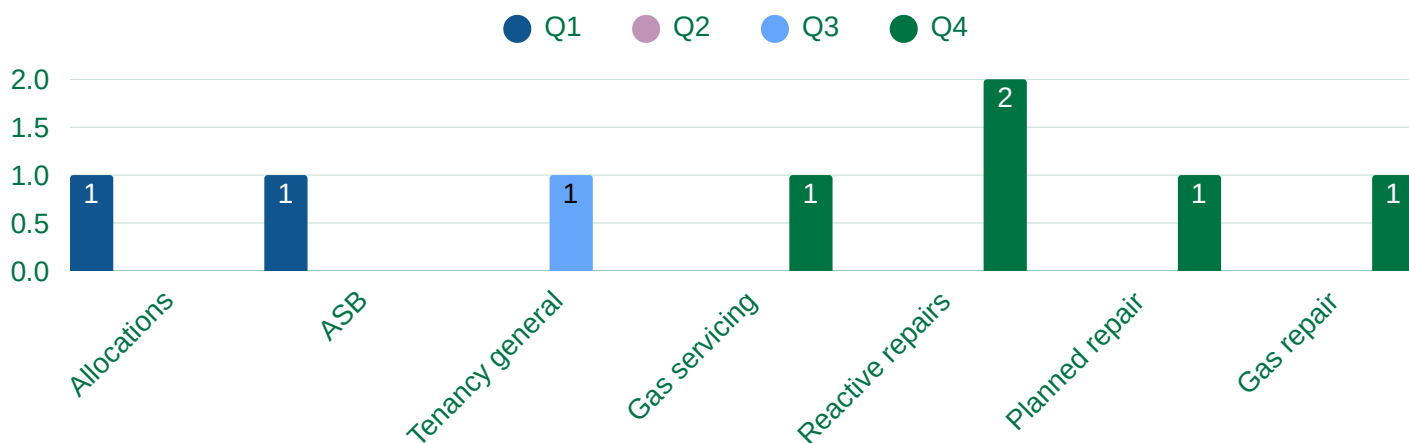
Number of formal complaints per quarter compared to last year



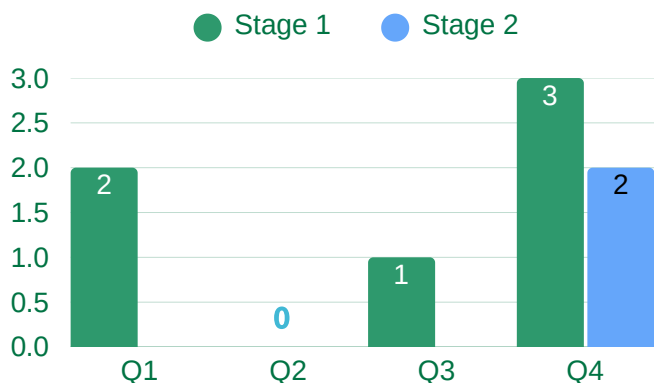
Formal complaints - tenure type



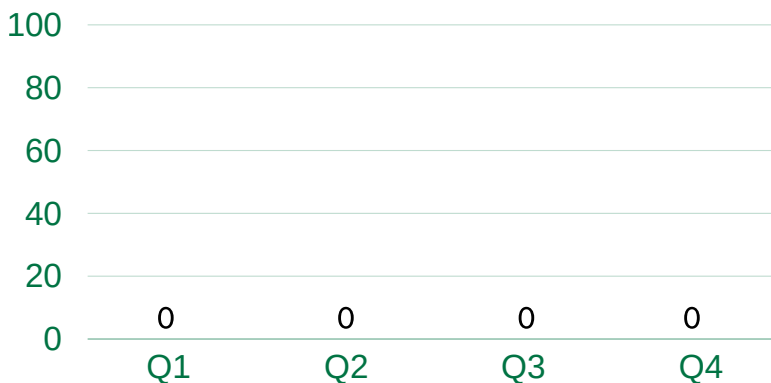
Formal complaint category per quarter



Number of Stage 1 and 2 complaints per quarter



Number of complaints Housing Ombudsman determinations



Actions taken:-

- Strengthen supervision and sign off process for new installations
- Worked with our out of hours service to ensure they give correct response times
- Provide clear ownership when follow on works are identified to ensure actions are not missed/delayed.
- Communication around parts timescale/availability and missed/changed appointments