

# WRHA - Complaints overview 2025/26

NUMBER FORMAL COMPLAINTS

**8**

↑ 6 LAST YEAR

RESPONDED WITHIN  
10 DAYS

**100%**

RESOLVED AT  
STAGE 1

**75%**

COMPLAINT NOT  
PROCESSED

**0**

HOUSING OMBUDSMAN  
DETERMINATION

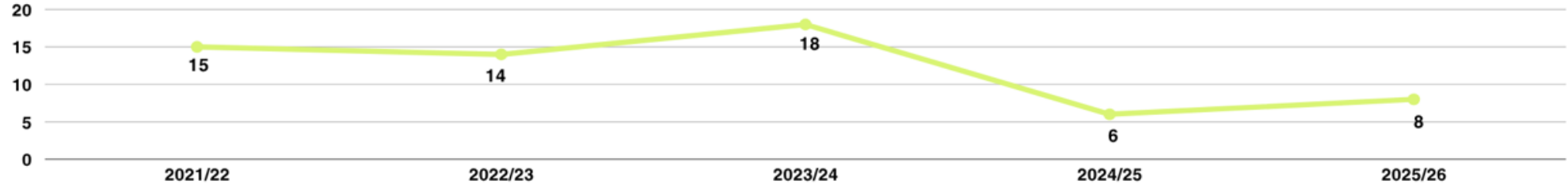
**0**

SATISFACTION  
WITH PROCESS

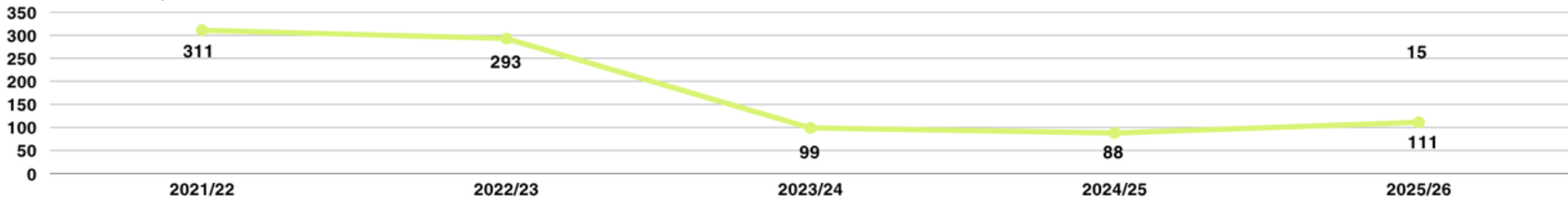
**100%**

(1 RESPONSE)

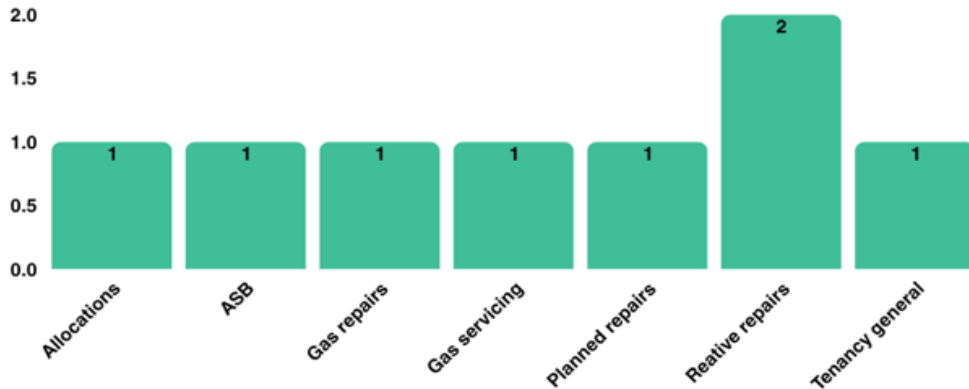
## FORMAL COMPLAINTS



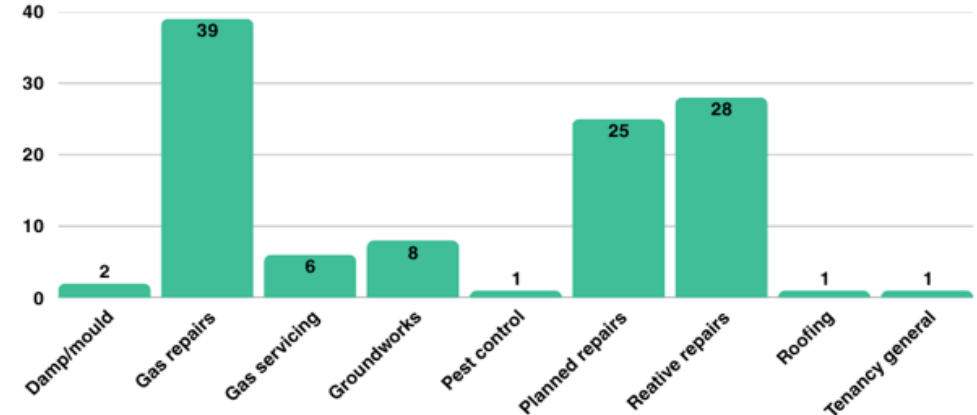
## SERVICE REQUESTS



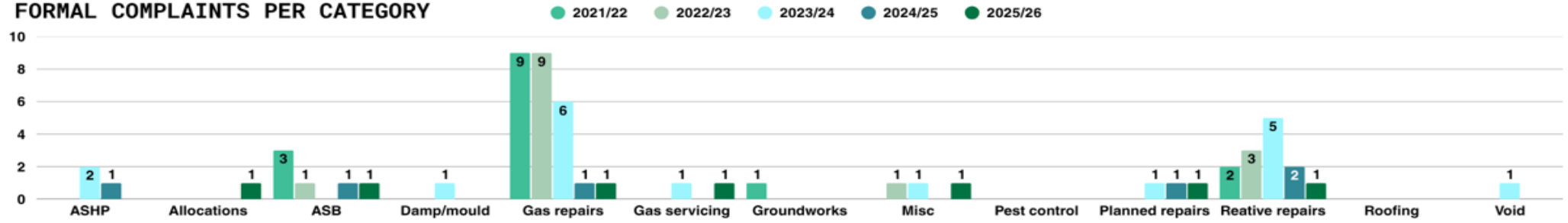
## FORMAL COMPLAINTS PER CATEGORY - 2025/26



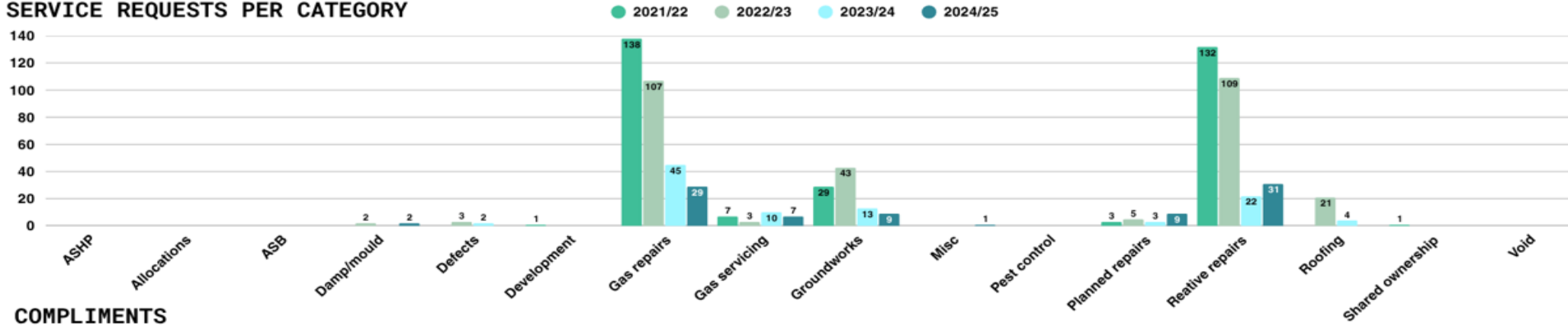
## SERVICE REQUEST PER CATEGORY - 2025/26



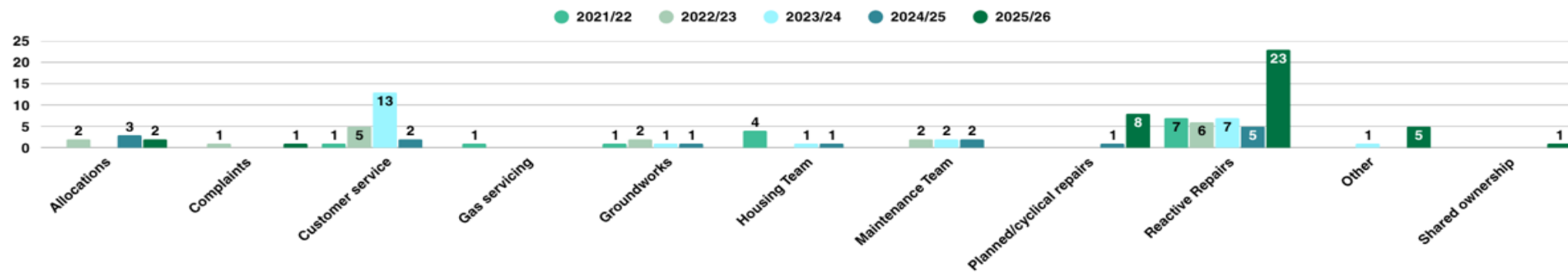
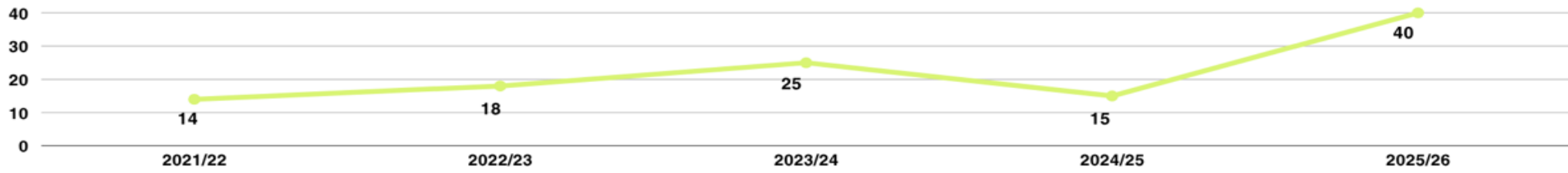
### FORMAL COMPLAINTS PER CATEGORY



### SERVICE REQUESTS PER CATEGORY



### COMPLIMENTS



# Formal complaints performance

PERFORMANCE MEASURE	TARGET	QUARTER 1 1/4/25 - 30/6/25	QUARTER 2 1/7/25 - 30/9/25	QUARTER 3 1/10/25 - 31/12/25	QUARTER 4 1/1/26 - 31/3/26
NUMBER OF COMPLAINTS NOT PROCESSED		0	0	0	0
NUMBER OF STAGE 1 COMPLAINTS		2	0	1	5
STAGE 1 - ACKNOWLEDGED WITHIN 3 DAYS	100%	100% (2)	N/A	100% (1)	100% (5)
STAGE 1 - RESPONSE WITHIN 10 DAYS	95%	100% (2)	N/A	100% (1)	100% (5)
STAGE 1 - RESPONSE EXTENDED	<5%	0% (0)	N/A	0% (0)	0% (0)
STAGE 1 - COMPLAINTS RESOLVED	95%	100% (2)	N/A	100% (1)	60% (3)
NUMBER OF STAGE 2 COMPLAINTS		0	N/A	0	2
STAGE 2 - ACKNOWLEDGED WITHIN 3 DAYS	100%	N/A	N/A	N/A	100% (2)
STAGE 2 - RESPONSE WITHIN 20 DAYS	95%	N/A	N/A	N/A	100% (2)
STAGE 2 - COMPLAINTS RESOLVED	95%	N/A	N/A	N/A	50% (1)
STAGE 2 - COMPLAINT CLOSED WITHOUT RESOLUTION	5%	N/A	N/A	N/A	50% (1)
NUMBER OF HOUSING OMBUDSMANS DETERMINATION		0	0	0	0
NUMBER OF COMPLAINT FAILURE ORDERS		0	0	0	0
SATISFACTION WITH COMPLAINTS PROCESS	65%	NO RESPONSES	N/A	NO RESPONSES	100% (1)