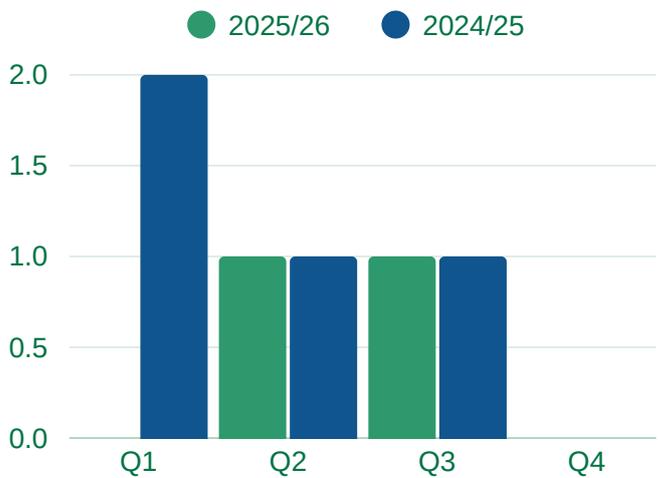


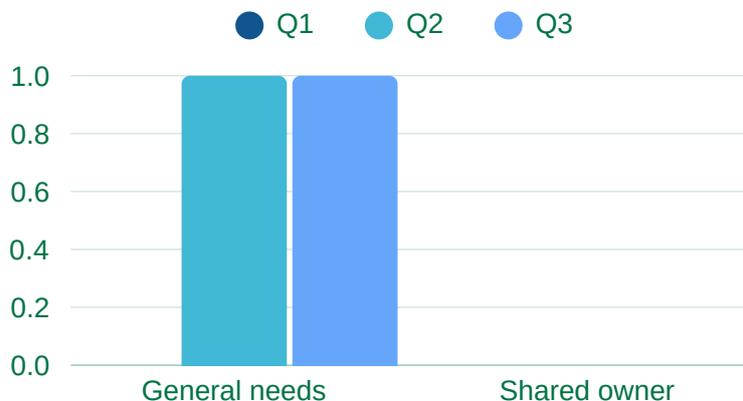
# Formal Complaints

1st April 2025 to 31st March 2026

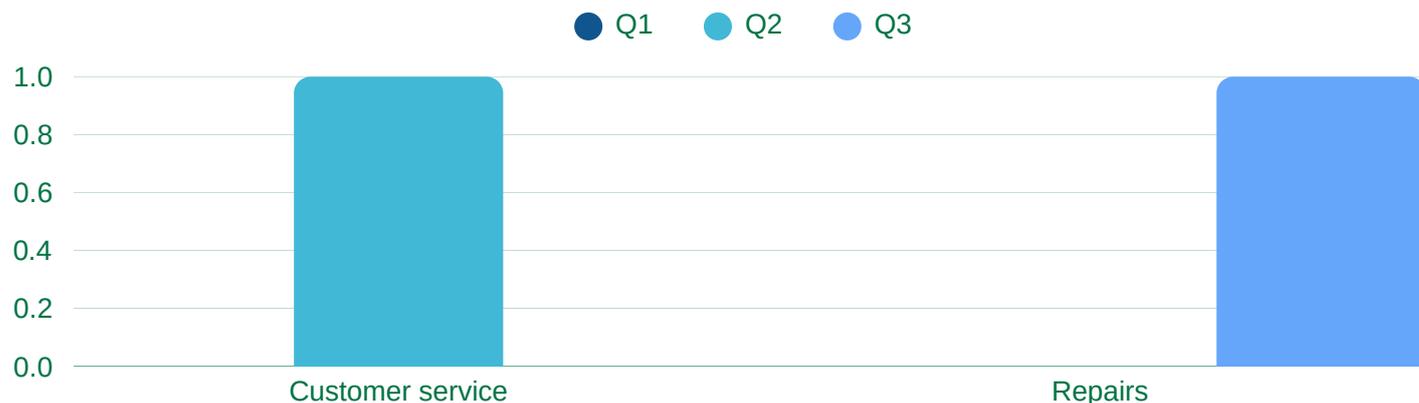
### Number of formal complaints per quarter compared to last year



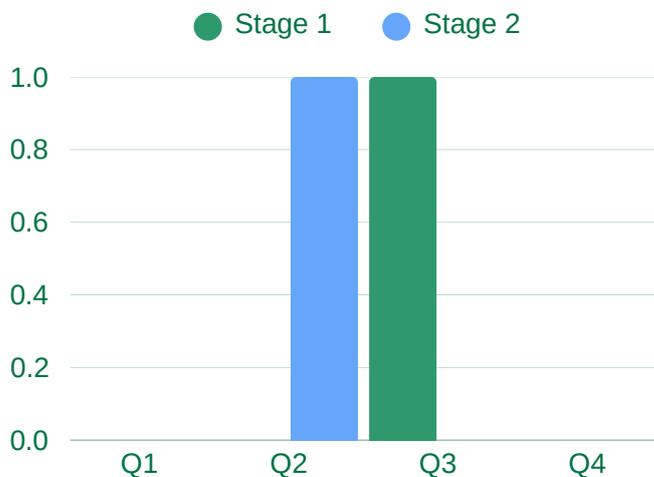
### Formal complaints - tenure type



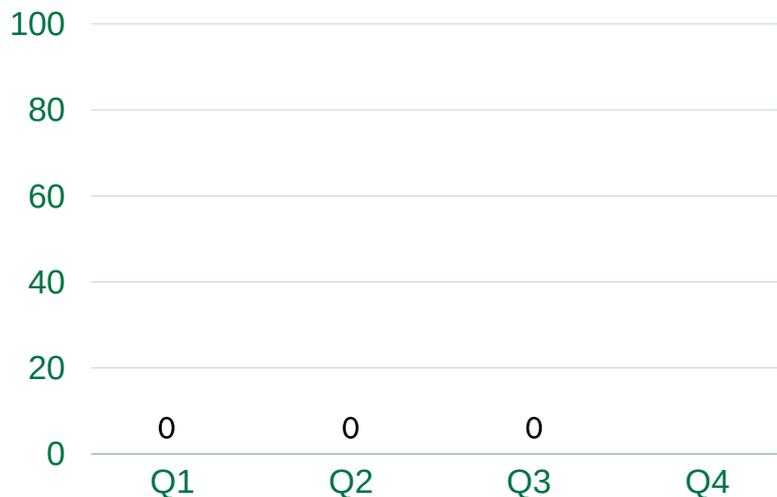
### Formal complaint category per quarter



### Number of Stage 1 and 2 complaints per quarter



### Number of complaints Housing Ombudsman determinations



## Actions taken:-

- Internal guidance to staff regarding visits

# Formal Complaints (owned/managed)

1st April 2025 to 31st March 2026

