

HOW WE'RE PERFORMING

Complaints

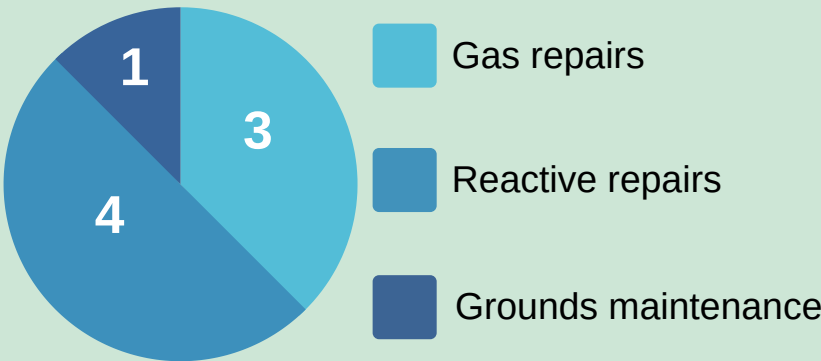
1st April 2021 to 30th June 2021

Total number of complaints

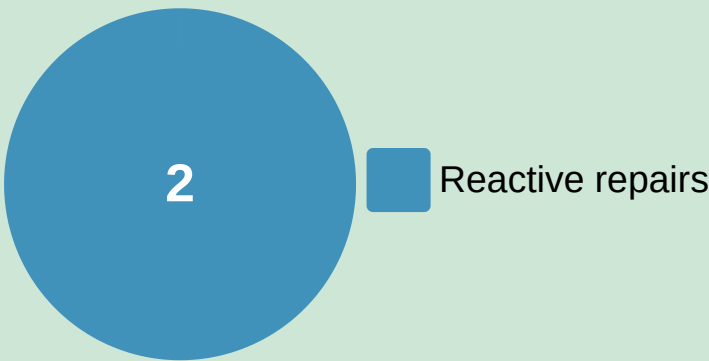


Complaints by service area

Quick and informal resolutions:



Formal complaints, stage one:



Formal complaints

100% of stage one complaints acknowledged in **3 working days**

100% of stage one responses provided in **10 working days**

0 stage one responses extended

1 complaint **resolved** at stage one

1 complaint escalated to stage two

1 complaint in progress at stage two

0 complaints referred to the Housing Ombudsman

0 complaint failure orders