

# HOW WE'RE PERFORMING

## Complaints

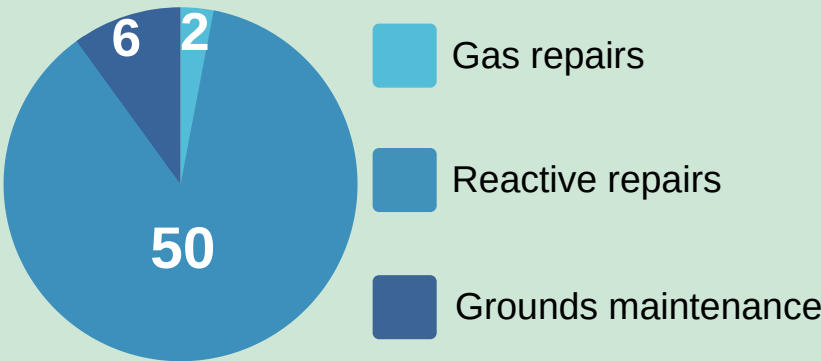
1st July 2021 to 30th September 2021

### Total number of complaints

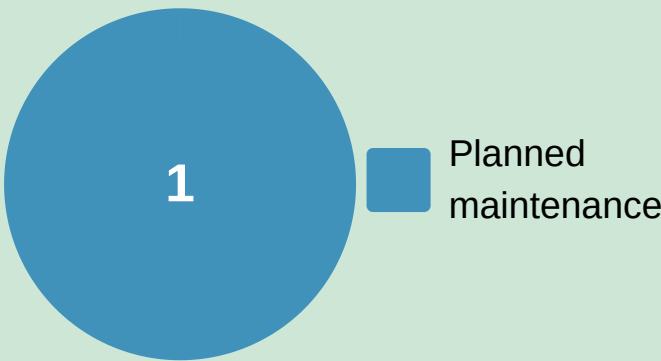


### Complaints by service area

#### 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

**100%** of complaints resolved at stage one

**0** complaints escalated to stage two

**0** complaints in progress at stage two

**0** complaints referred to the Housing Ombudsman

**0** complaint failure orders