HOW WE'RE PERFORMING

PEAK District Rural Housing Association

Complaints

1st October 2021 to 31st December 2021

Total number of complaints

1

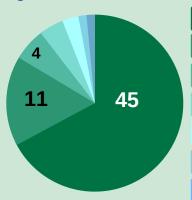
67

Formal complaints, stage one



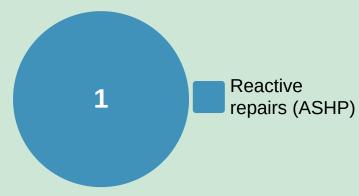
Quick and informal resolution

Complaints by service area **Quick and informal resolutions:**



- 45 Reactive repairs
- 11 Gas repairs
- 4 Grounds maintenance
- 3 Defects (Bradwell)
- 2 Gas servicing
- 1 Planned maintenance
- 1 Internal SLA

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



stage one responses extended



100% of complaints resolved at stage one



complaints escalated to stage two



complaints in progress at stage two



omplaints referred to the Housing Ombudsman



complaint failure orders