HOW WE'RE PERFORMING

PEAK District Rural Housing Association

Complaints 1st January to 31st March 2022

Total number of complaints

1

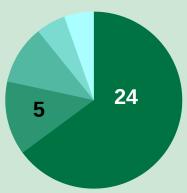
37

Formal complaints, stage one



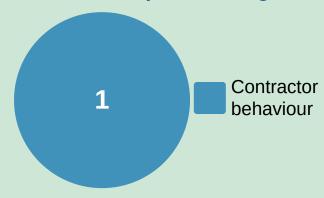
Quick and informal resolution

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



- 4 Reactive repairs
- **5** Gas repairs
- 4 Grounds maintenance
- 2 Defects
- 2 Planned maintenance

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