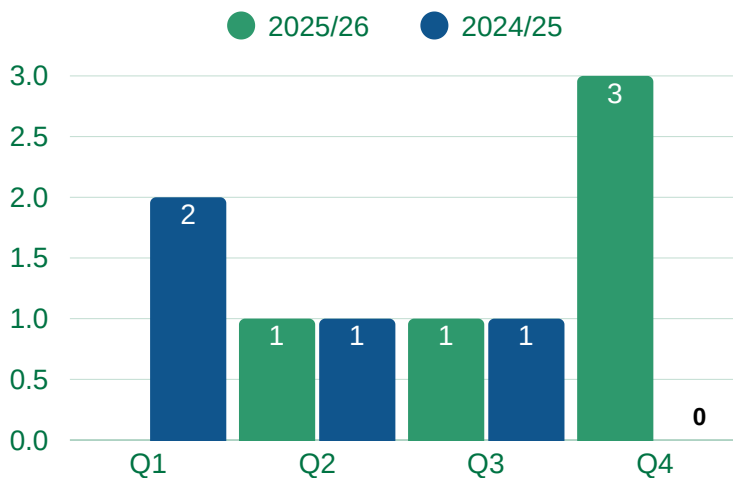


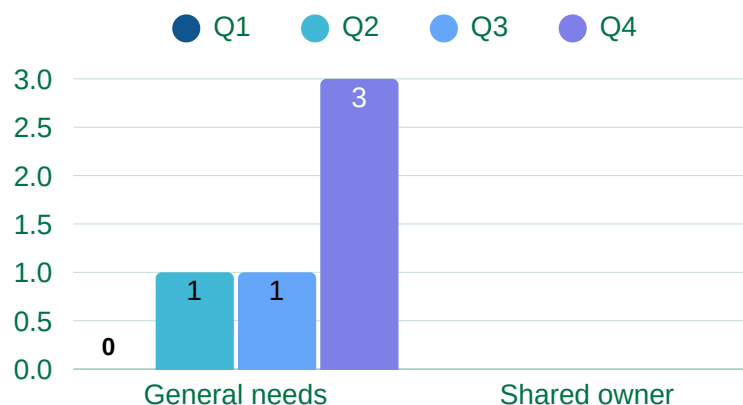
# Formal Complaints

1st April 2025 to 31st March 2026

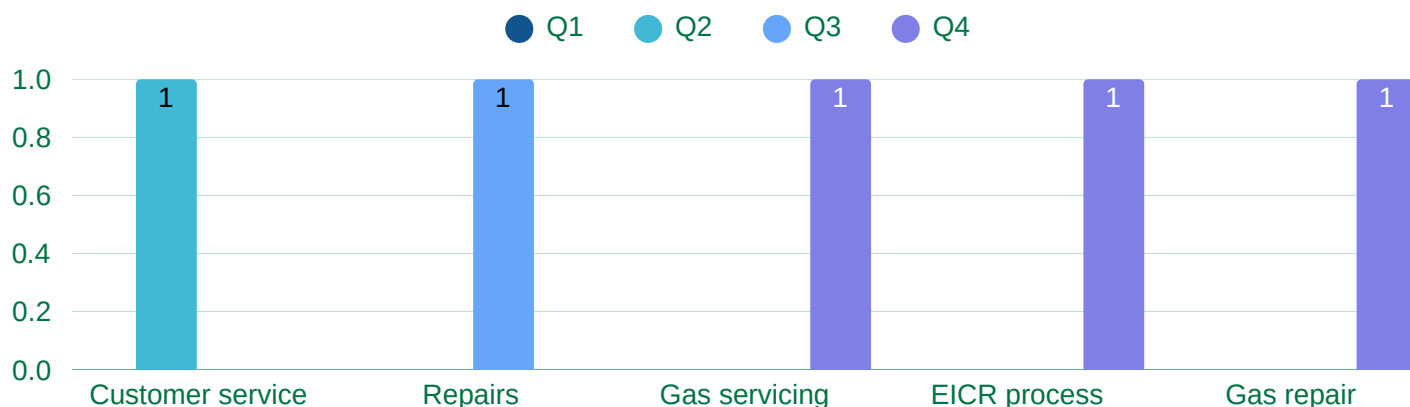
Number of formal complaints per quarter compared to last year



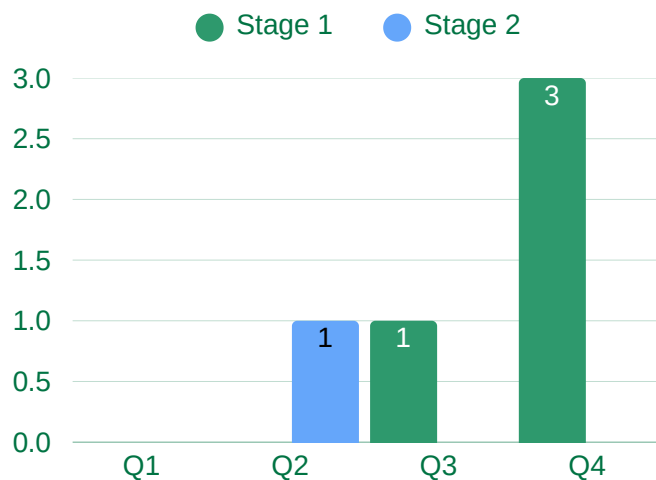
Formal complaints - tenure type



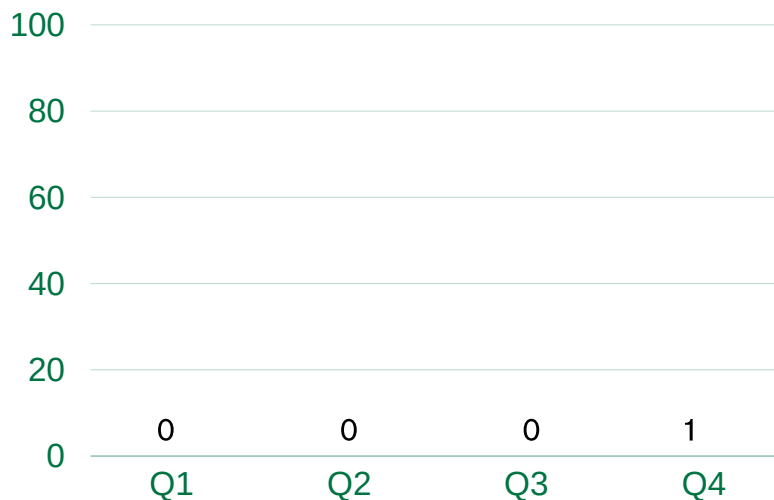
Formal complaint category per quarter



Number of Stage 1 and 2 complaints per quarter



Number of complaints Housing Ombudsman determinations



**Actions taken:-**

- Actively monitor last minute cancellations
- Improve how we manage repeat failures by looking into linking jobs
- Continue to clearly explain the EICR process to resident

# Formal Complaints (owned/managed)

1st April 2025 to 31st March 2026

