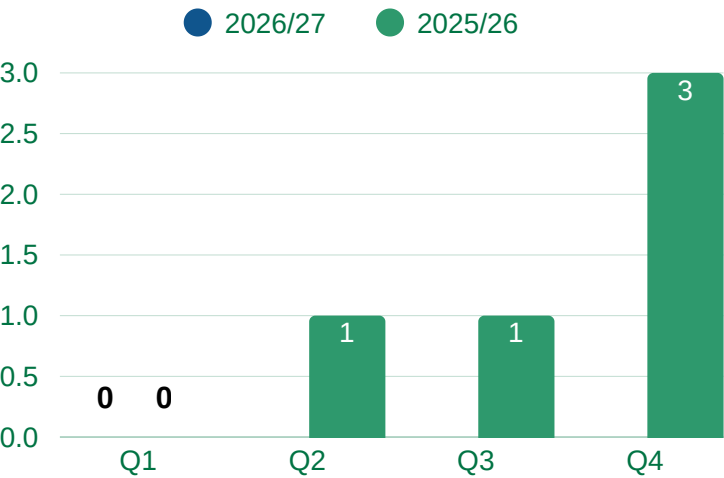


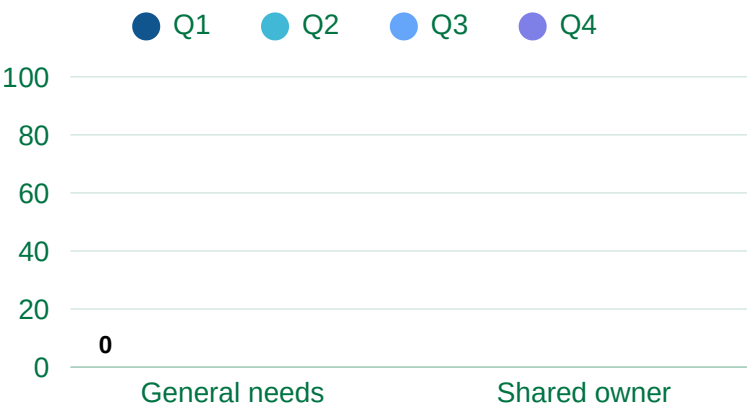
Formal Complaints

1st April 2026 to 31st March 2027

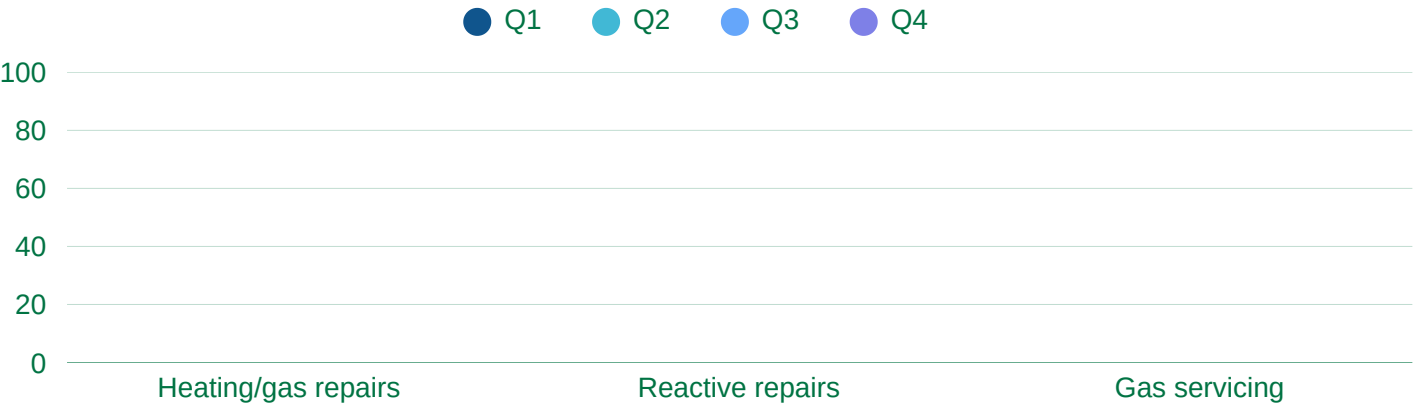
Number of formal complaints per quarter compared to last year



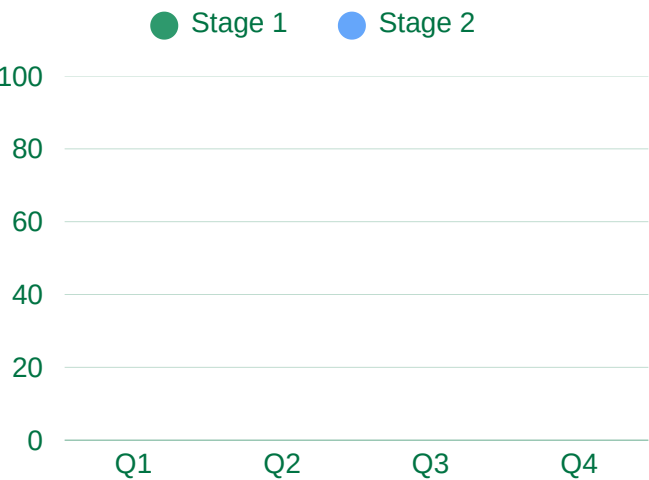
Formal complaints - tenure type



Formal complaint category per quarter



Number of Stage 1 and 2 complaints per quarter



Number of complaints Housing Ombudsman determinations

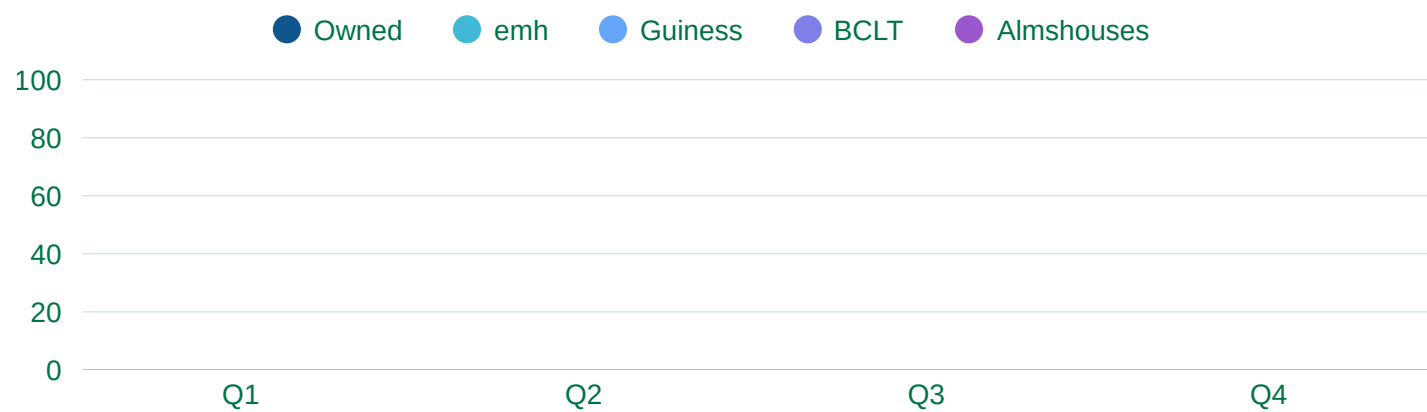


Actions taken:-

- N/A

Formal Complaints (owned/managed)

1st April 2025 to 31st March 2026



Quarter 1

