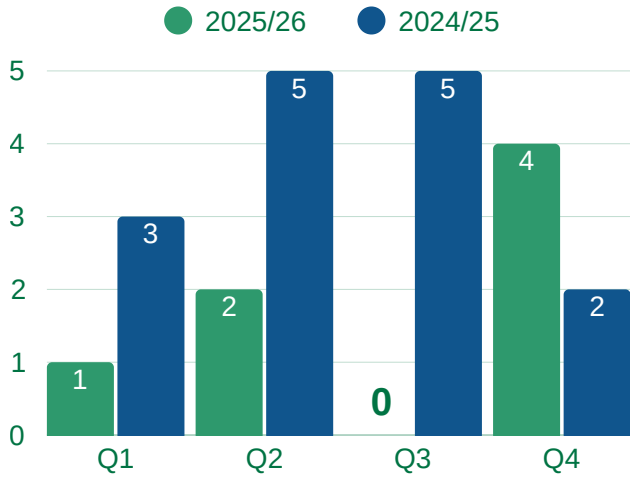


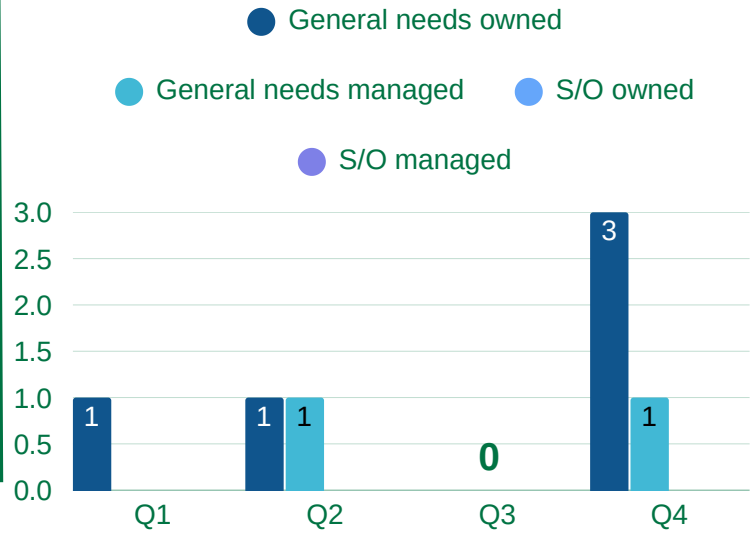
Formal Complaints

1st April 2025 to 31st March 2026

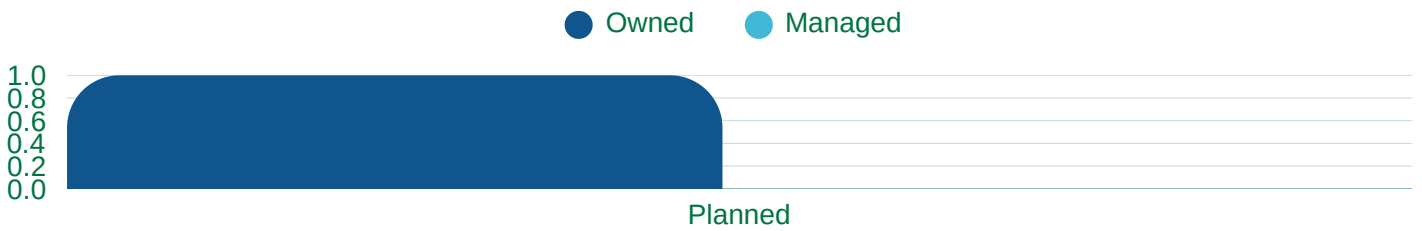
Number of formal complaints per quarter compared to last year



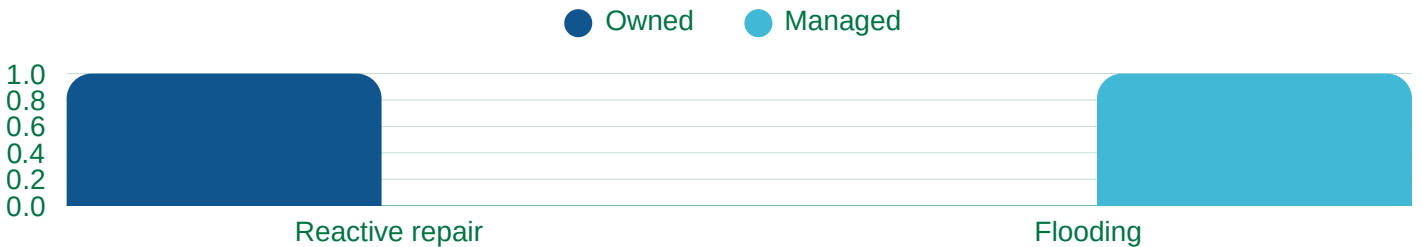
Formal complaints - tenure type



Formal complaint category per quarter 1



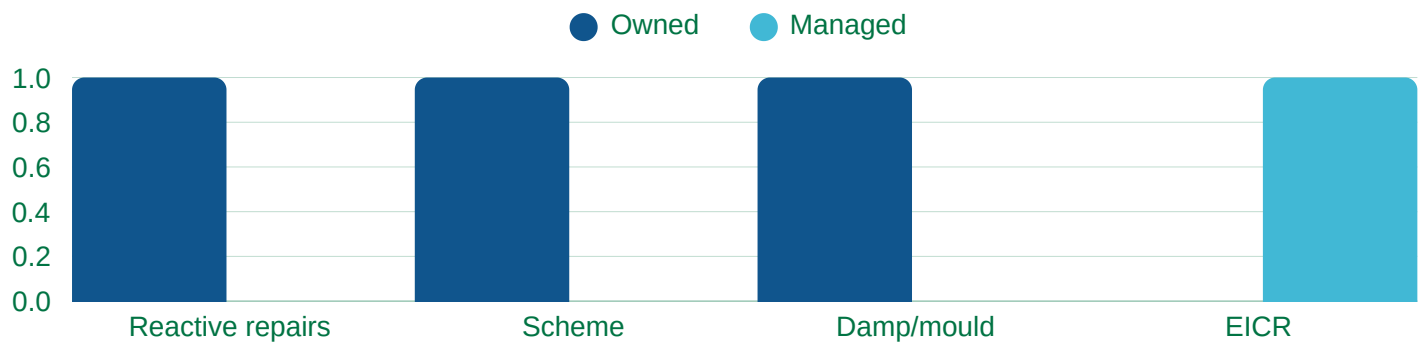
Formal complaint category per quarter 2



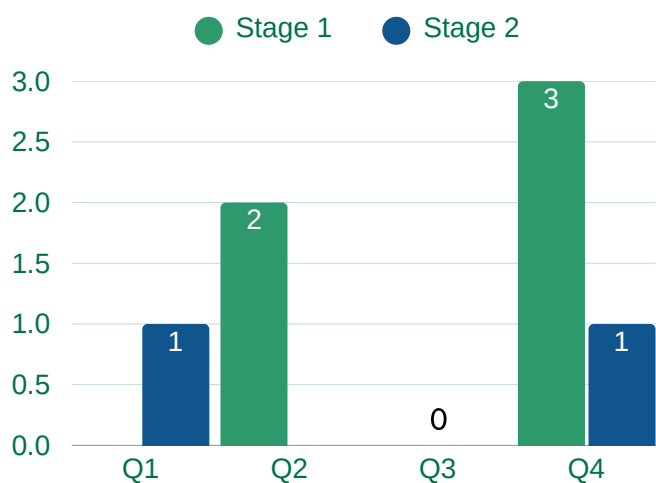
Formal complaint category per quarter 3



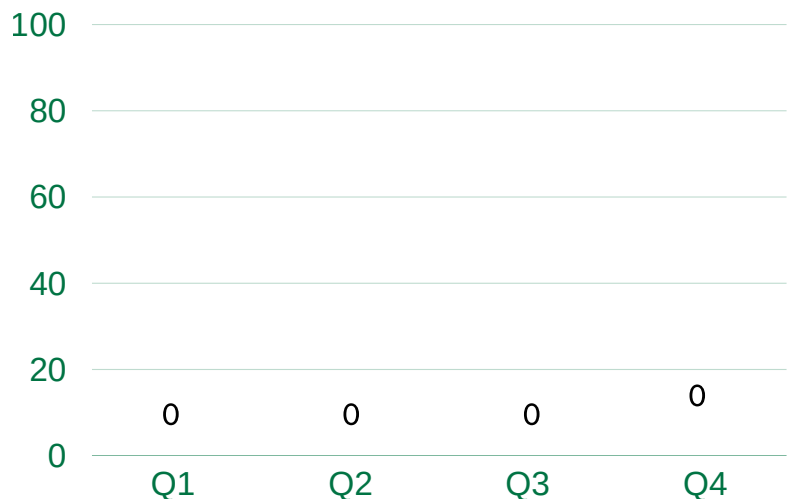
Formal complaint category per quarter 4



Number of Stage 1 and 2 complaints per quarter



Number of complaints Housing Ombudsman determinations



Actions taken:-

- Review our post-inspection procedure for planned works
- Monitor our OOH service to ensure accurate information is provided
- Reiterated clear instruction when tanker visiting site and PC to publish advice for the community
- Review damp/mould procedure to clearly state the process with no-access cases
- Built in follow up checkpoint after surveys and engage with resident with feedback and what's next
- Emh have implemented changes re: EICR - pre appointment calls; reviewing the legal letter; NRHA included in contractor meetings; photo/video evidence required; carry out post-EICR surveys