

HOW WE'RE PERFORMING

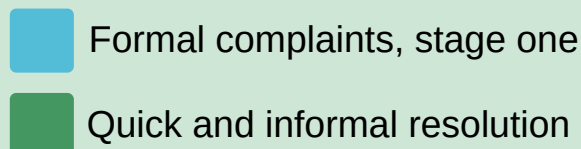


Northamptonshire
Rural Housing
Association

Complaints

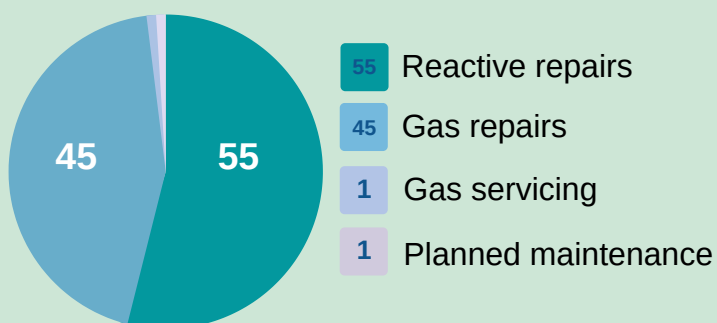
1st January to 31st March 2022

Total number of complaints

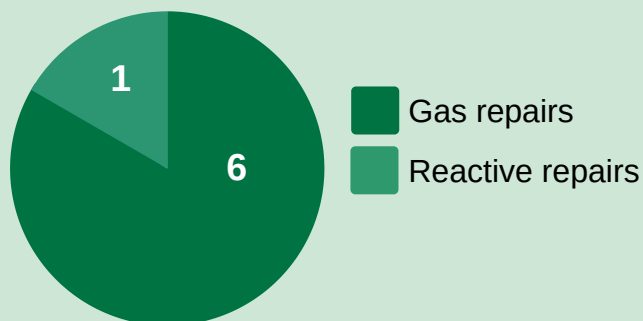


Complaints by service area

Quick and informal resolutions:



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**



0 stage one response times extended



100% of complaints **resolved** at stage one



0 complaints escalated to stage two



0 complaints referred to the Housing Ombudsman



100% satisfaction with the complaints process