

HOW WE'RE PERFORMING



Complaints

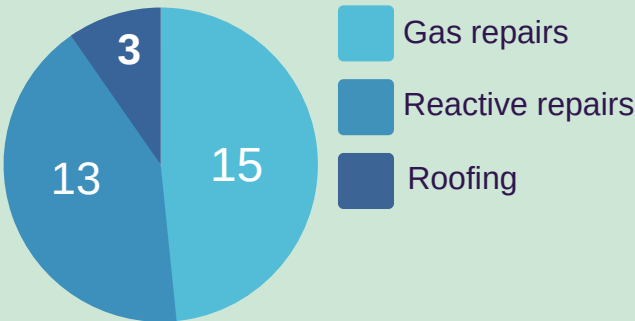
1st April to 30th June 2023

Total number of complaints

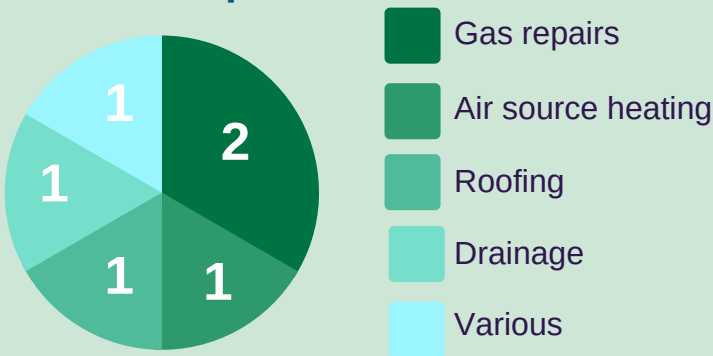


Complaints by service area


Quick and informal resolutions:




Formal complaints:




Formal complaints




100% of stage one complaints acknowledged in **3 working days**




80% of stage one responses provided in **10 working days**




1 stage one response times extended




80% of complaints resolved at stage one



1 complaint escalated to stage two



0 complaints referred to the Housing Ombudsman



0 complaint failure orders