

HOW WE'RE PERFORMING



Complaints

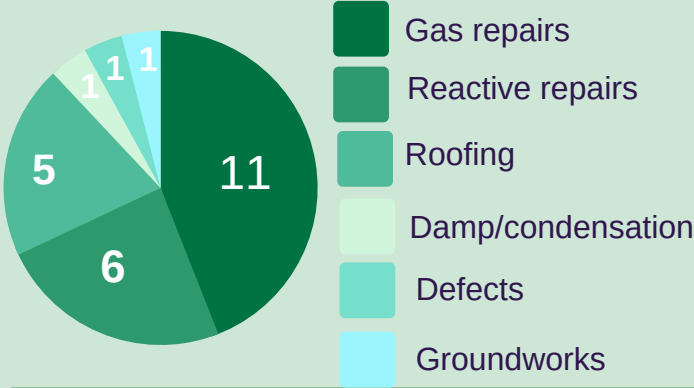
1st July to 30th September 2023

Total number of complaints

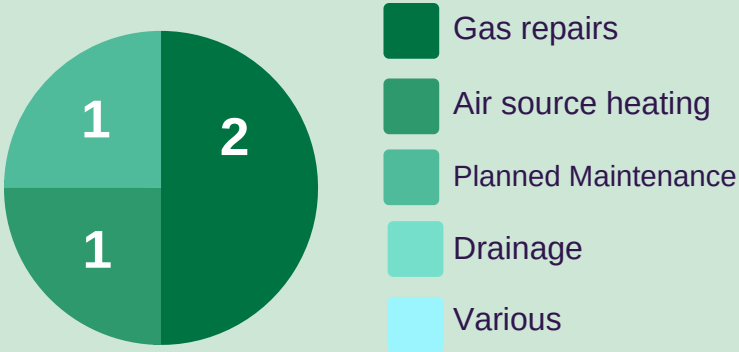


Complaints by service area

Quick and informal resolutions:



Formal complaints:



Formal complaints



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



100% of stage one responses provided in **10 working days**



0 stage one response times extended



75% of complaints resolved at stage one



1 complaint escalated to stage two



0 complaints referred to the Housing Ombudsman



0 complaint failure orders