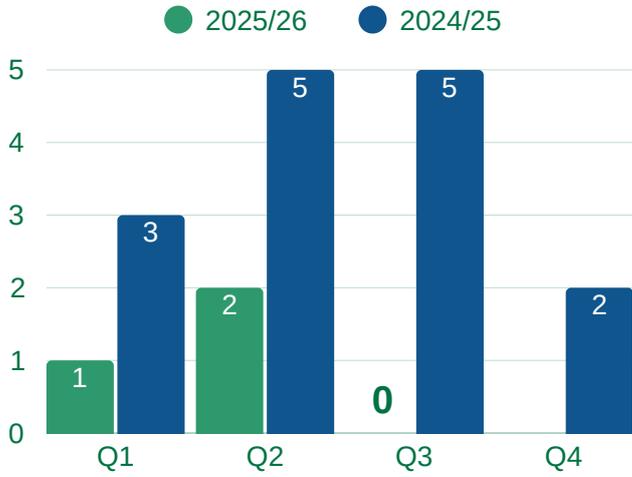


# Formal Complaints

1st April 2025 to 31st March 2026

Number of formal complaints per quarter compared to last year



Formal complaints - tenure type



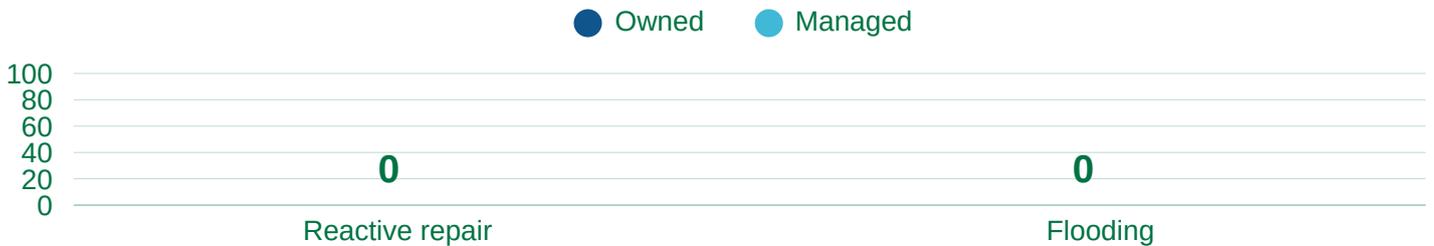
Formal complaint category per quarter 1



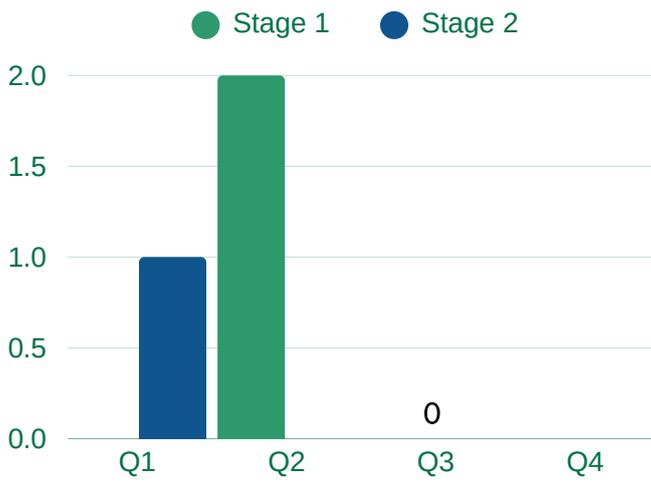
Formal complaint category per quarter 2



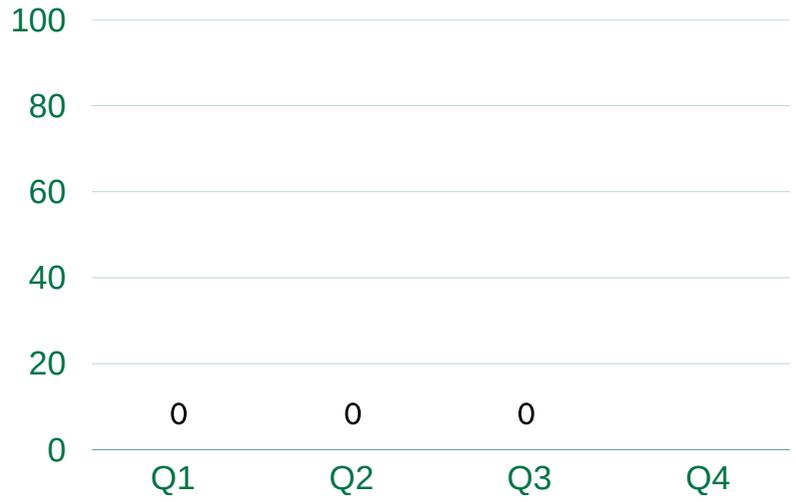
Formal complaint category per quarter 3



**Number of Stage 1 and 2 complaints per quarter**



**Number of complaints Housing Ombudsman determinations**



## **Actions taken:-**

- **No formal complaints this quarter**