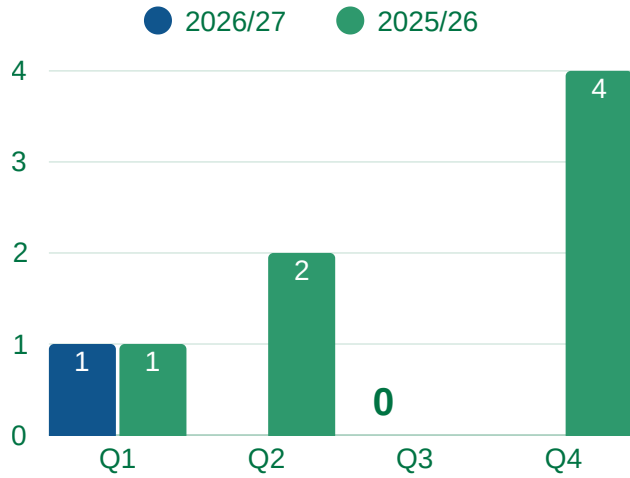


Formal Complaints

1st April 2026 to 31st March 2027

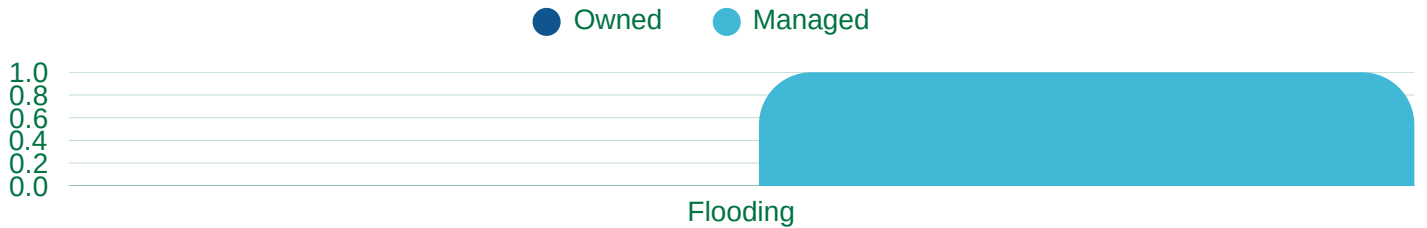
Number of formal complaints per quarter compared to last year



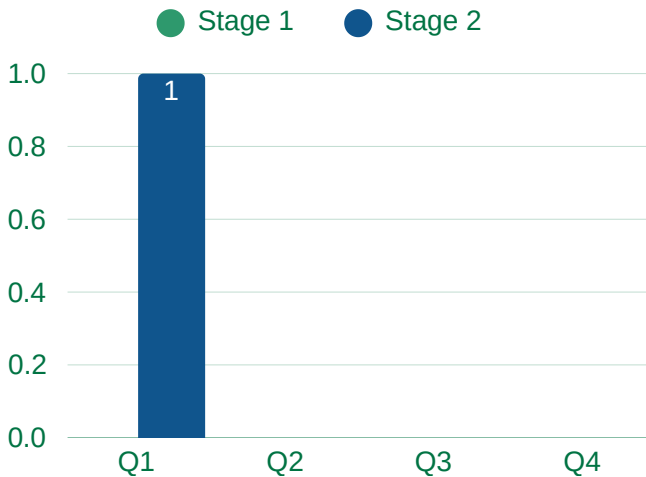
Formal complaints - tenure type



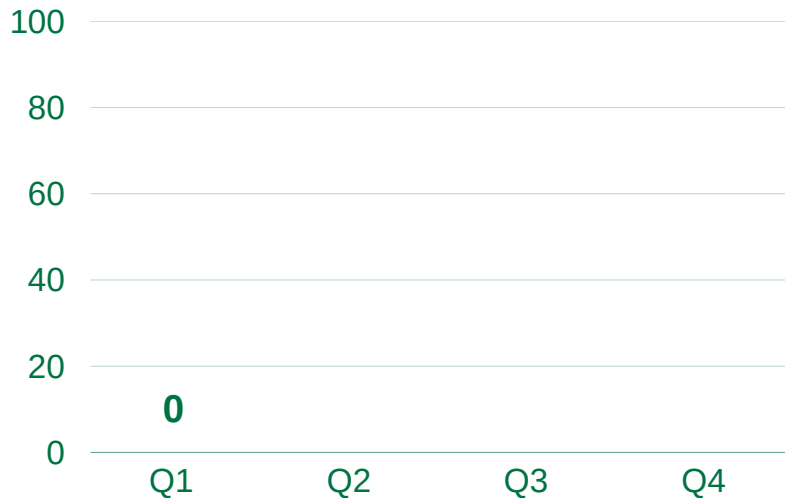
Formal complaint category per quarter 1



Number of Stage 1 and 2 complaints per quarter



Number of complaints Housing Ombudsman determinations



Actions taken:-

- Reiterated to staff to escalate to a formal complaint if can't resolve as a service request
- Maintenance surveyors to monitor cases of concern closely
- Monitor repeat repairs more closely
