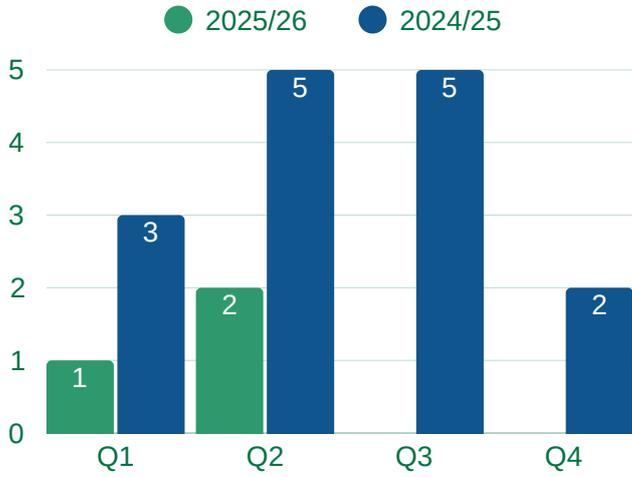


Formal Complaints

1st April 2025 to 31st March 2026

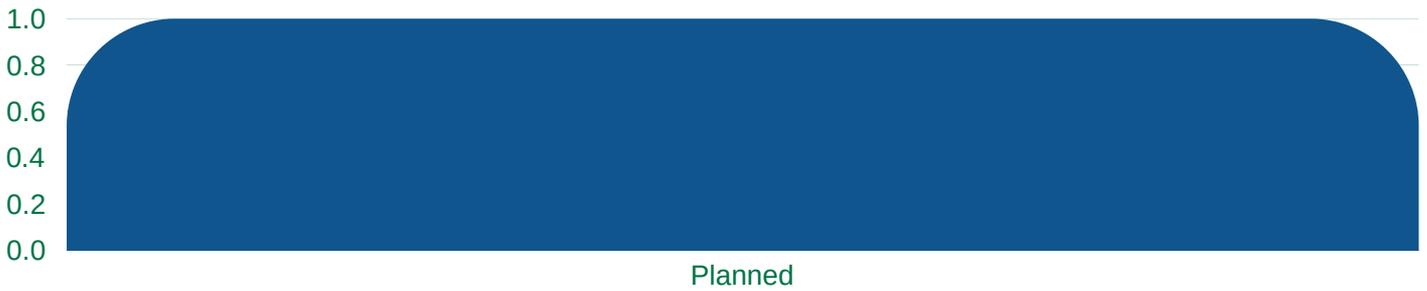
Number of formal complaints per quarter compared to last year



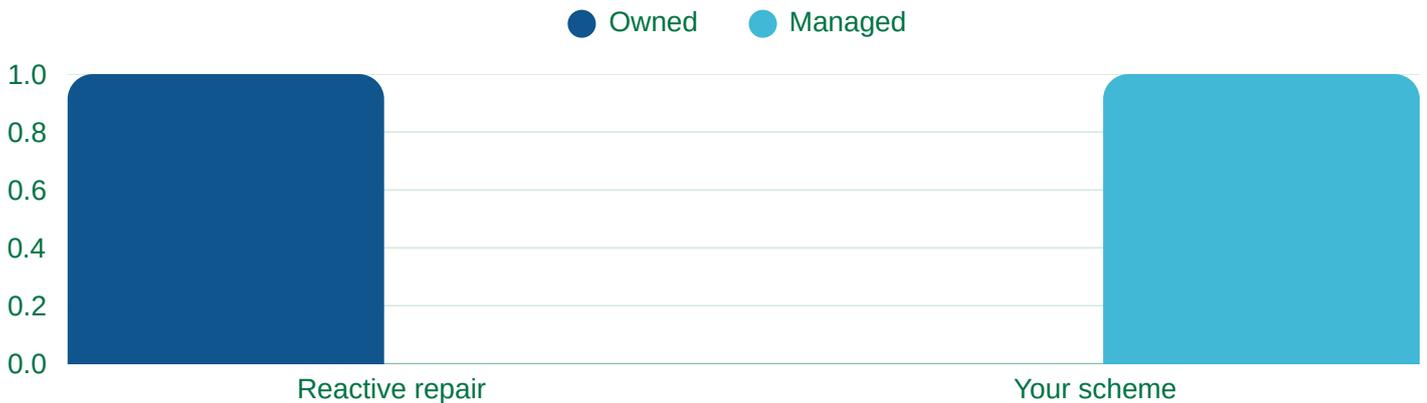
Formal complaints - tenure type



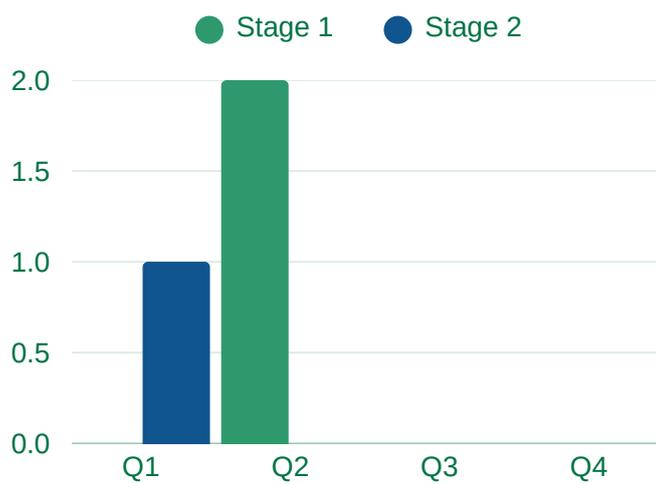
Formal complaint category per quarter 1



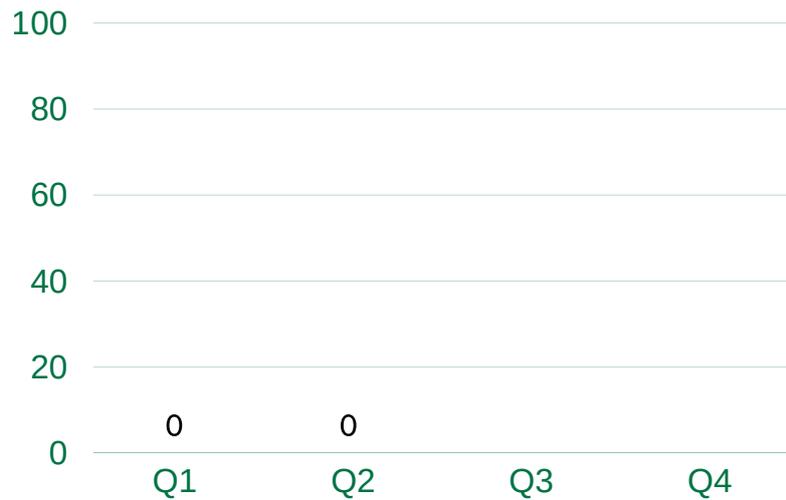
Formal complaint category per quarter 2



Number of Stage 1 and 2 complaints per quarter



Number of complaints Housing Ombudsman determinations



Actions taken:-

- **Improve communication when confirming scope of works and to keep residents updated on progress.**