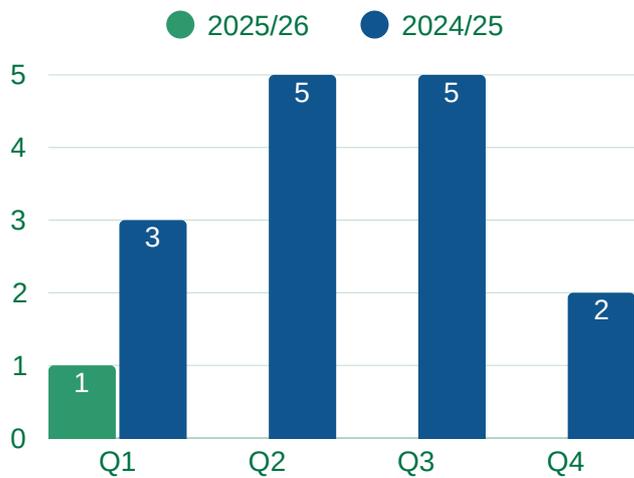


Formal Complaints

1st April 2025 to 31st March 2026

Number of formal complaints per quarter compared to last year



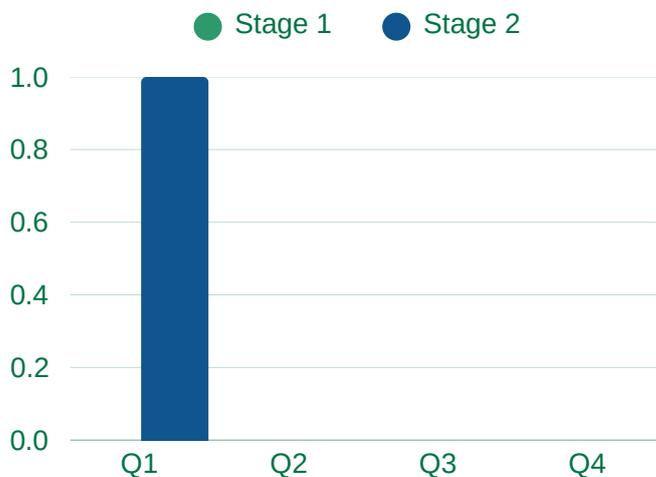
Formal complaints - tenure type



Formal complaint category per quarter



Number of Stage 1 and 2 complaints per quarter



Number of complaints Housing Ombudsman determinations



Actions taken:-

- Implemented a tracker to ensure all alternations are updated and a prompt added when fitted by a resident
- Investigate what planned information can be provided at sign up