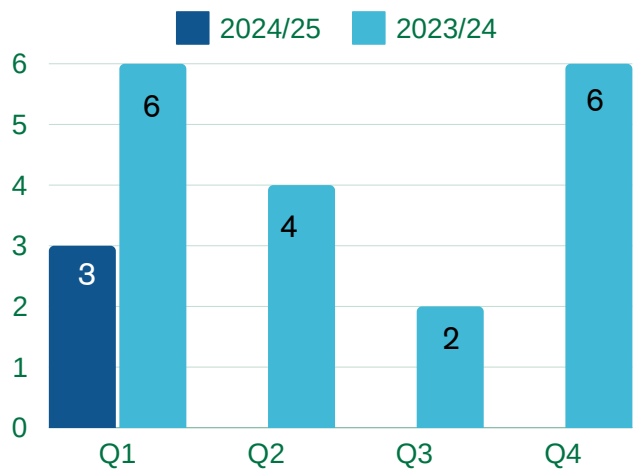


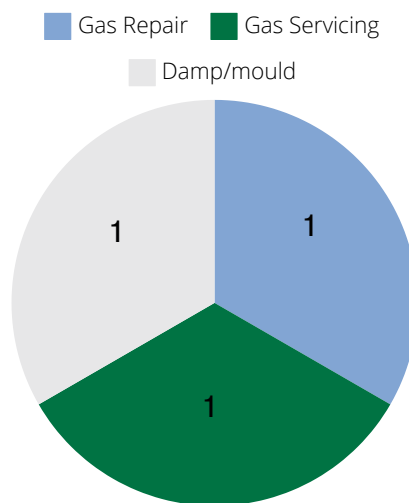
# Formal Complaints

1st April 2024 to 31st March 2025

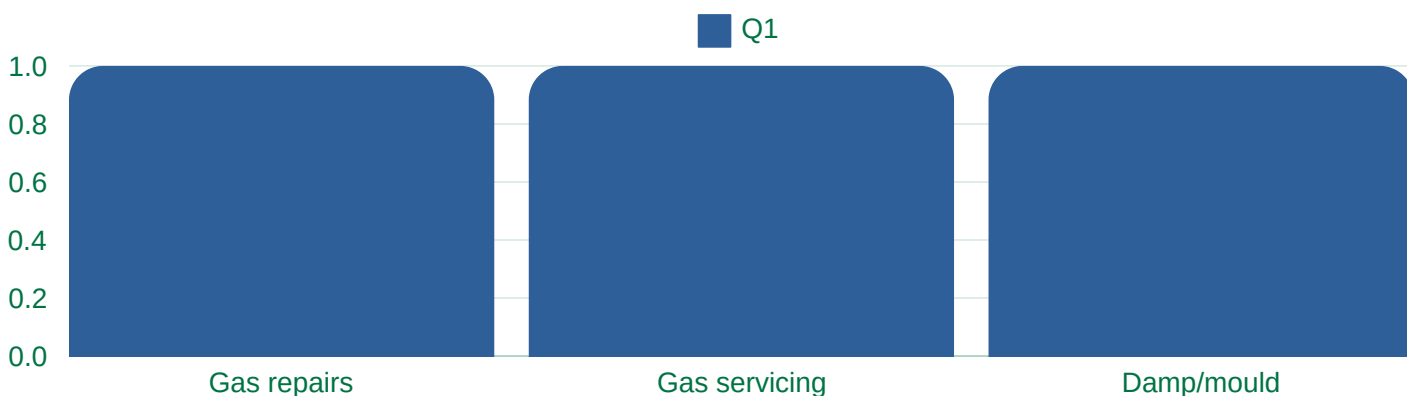
### Number of formal complaints per quarter compared to last year



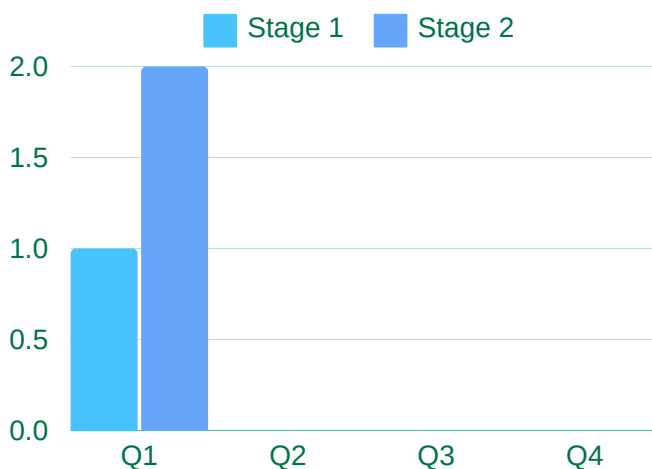
### Formal complaints per category - Q1



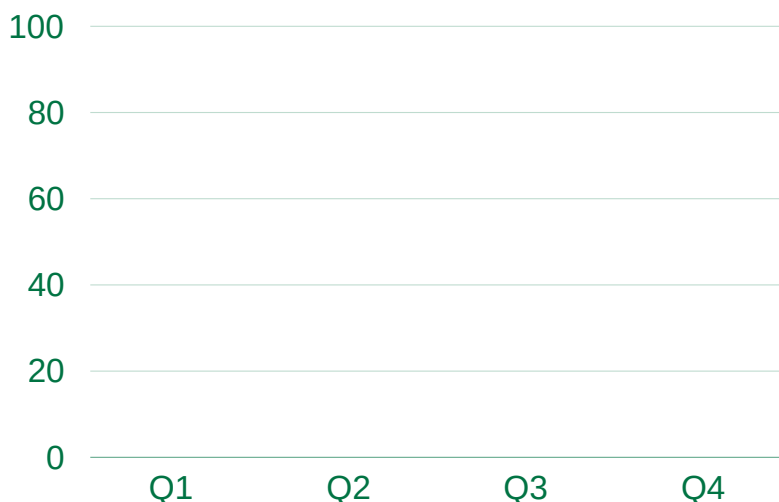
### Formal complaint category per quarter



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



### Number of complaints Housing Ombudsman determinations



## Actions taken:-

- Monitoring work in progress jobs and post inspecting jobs over a certain value
- Completed a self assessment against the Housing Ombudsman spotlight review on damp and mould and produced a Policy