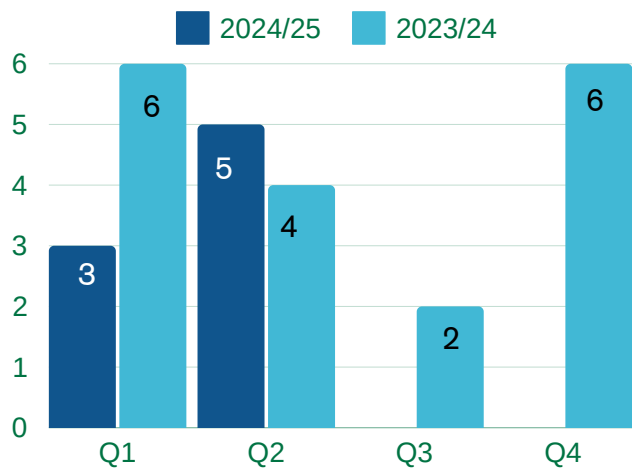


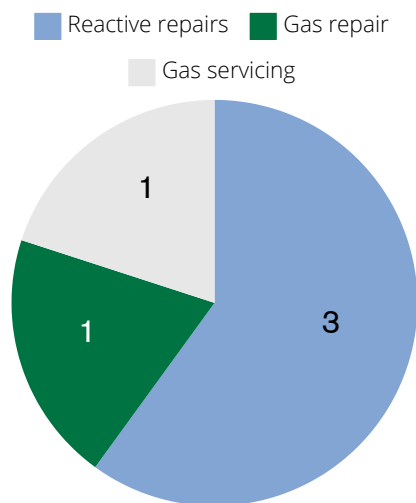
# Formal Complaints

1st April 2024 to 31st March 2025

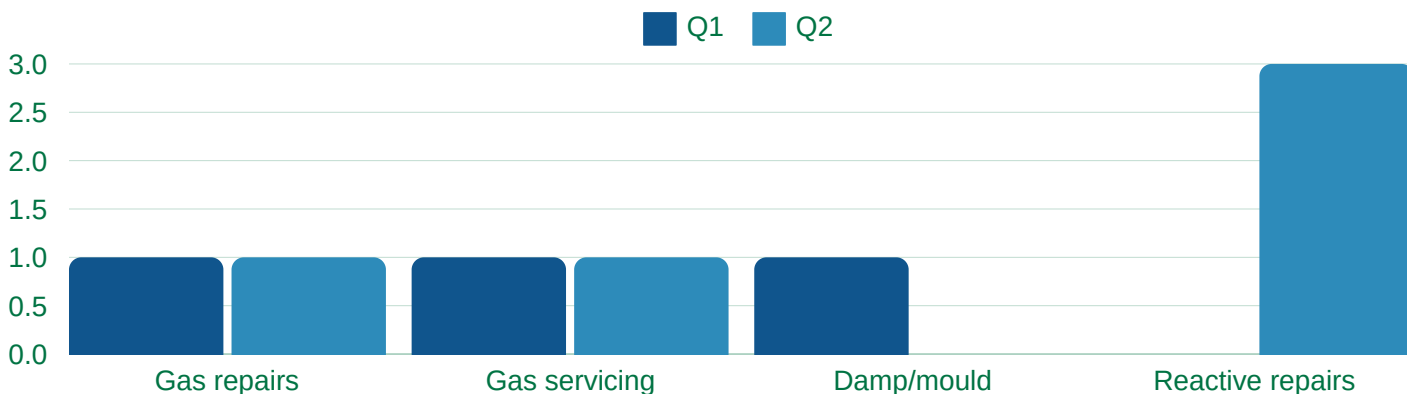
Number of formal complaints per quarter compared to last year



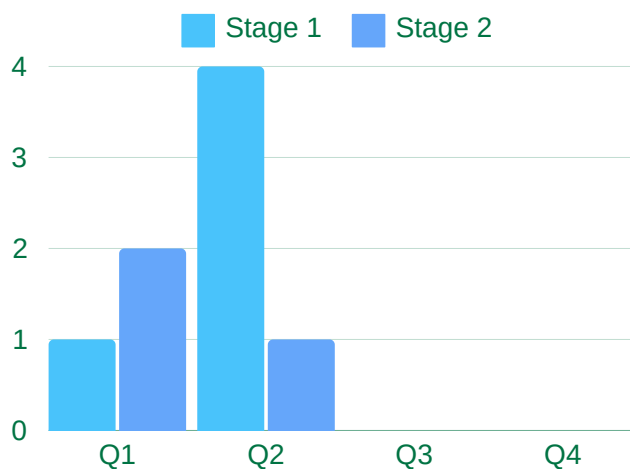
Formal complaints per category - Q2



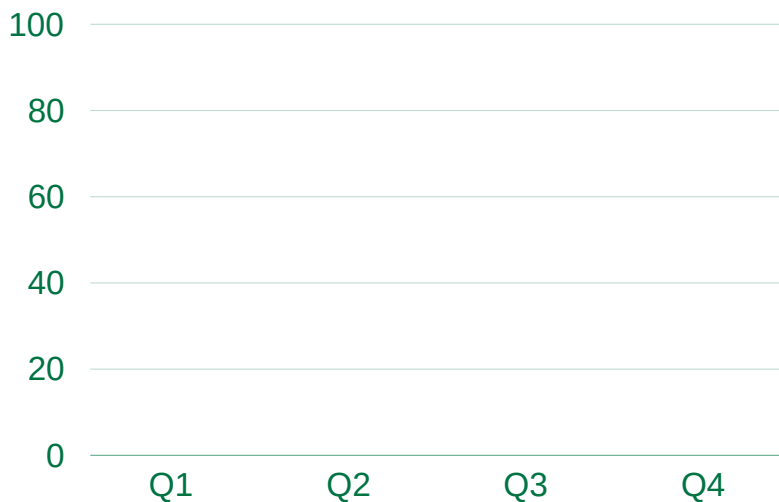
Formal complaint category per quarter



Number of Stage 1 and 2 complaints per quarter



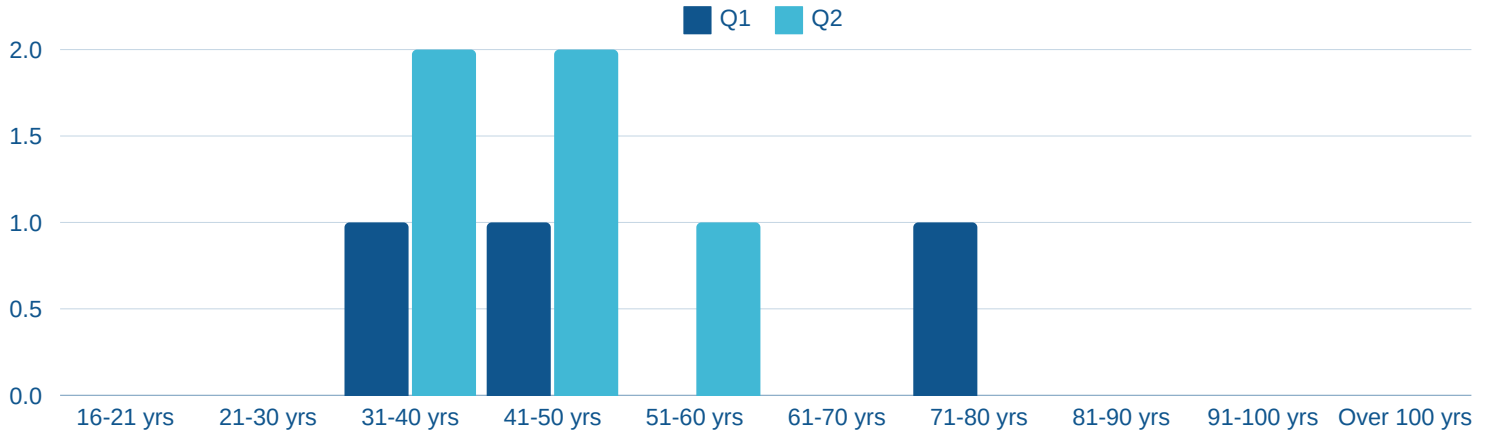
Number of complaints Housing Ombudsman determinations



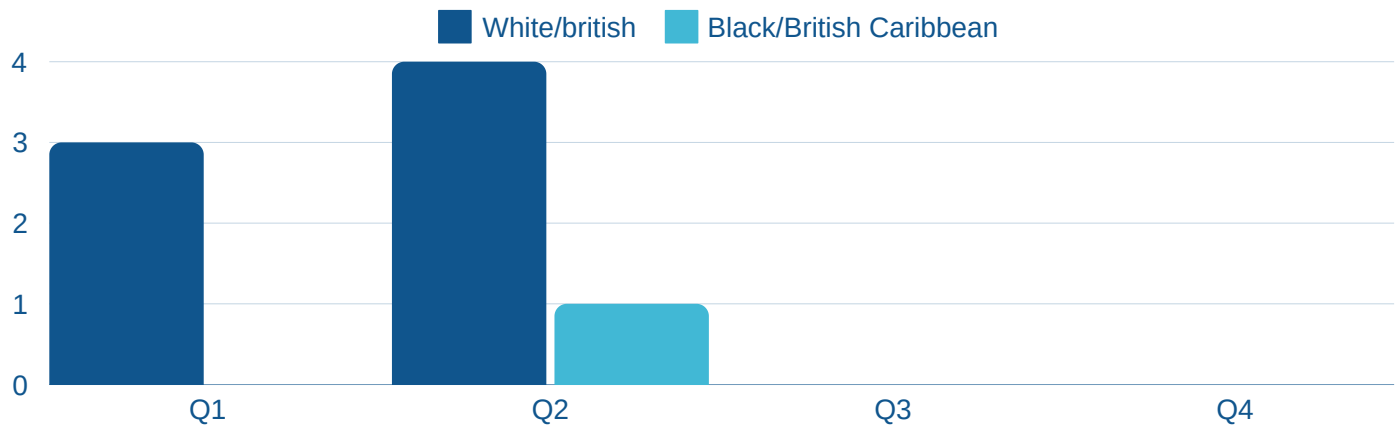
## Actions taken:-

- Working with emh to refine the replacement process and timescales
- Housing Team intervene with other methods of communication to try and gain access at letter 3 stage for gas servicing
- A review of SOR timescales
- Reviewing the mutual exchange process

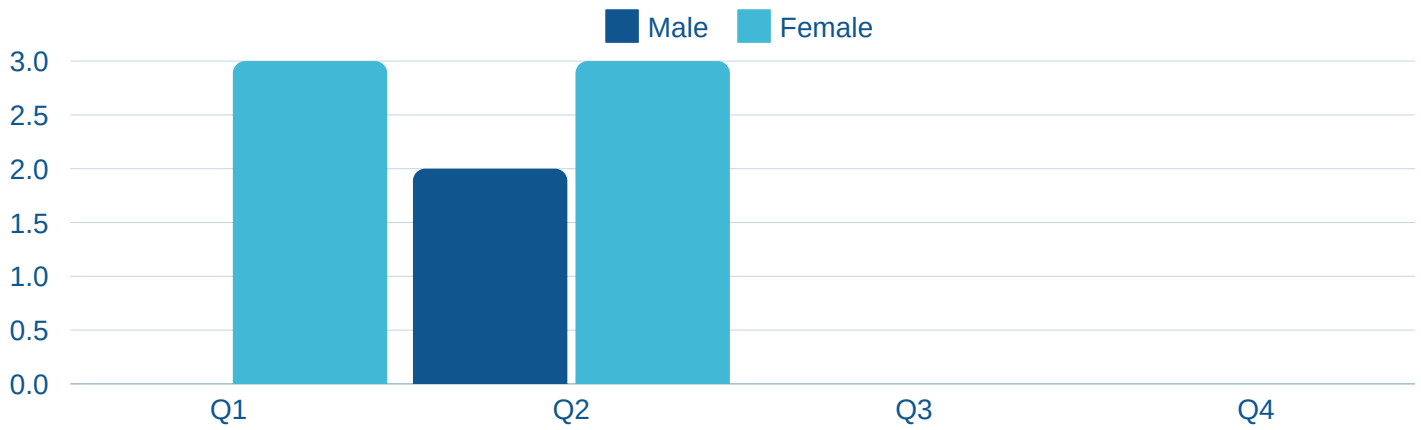
## Formal complaints per age



## Formal complaints per ethnicity



## Formal complaints per gender



## Formal complaints per length of tenancy

