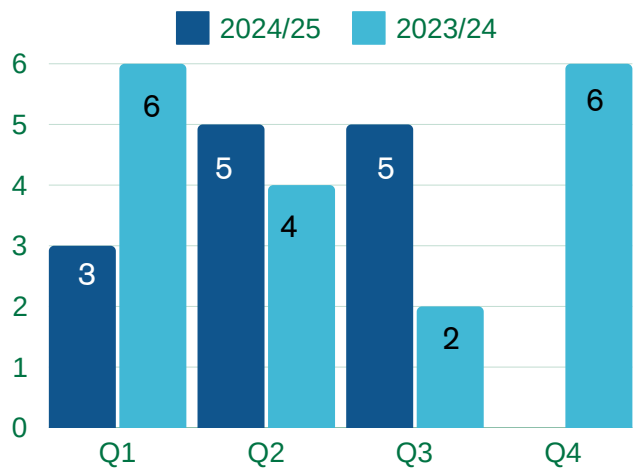


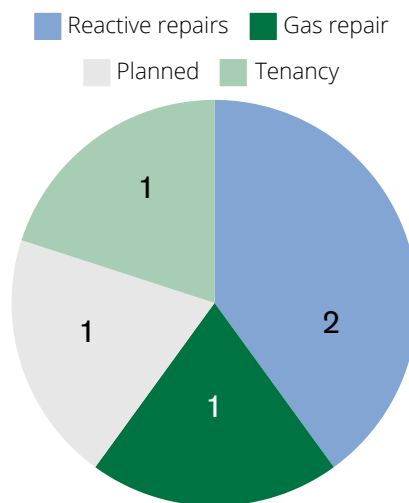
Formal Complaints

1st April 2024 to 31st March 2025

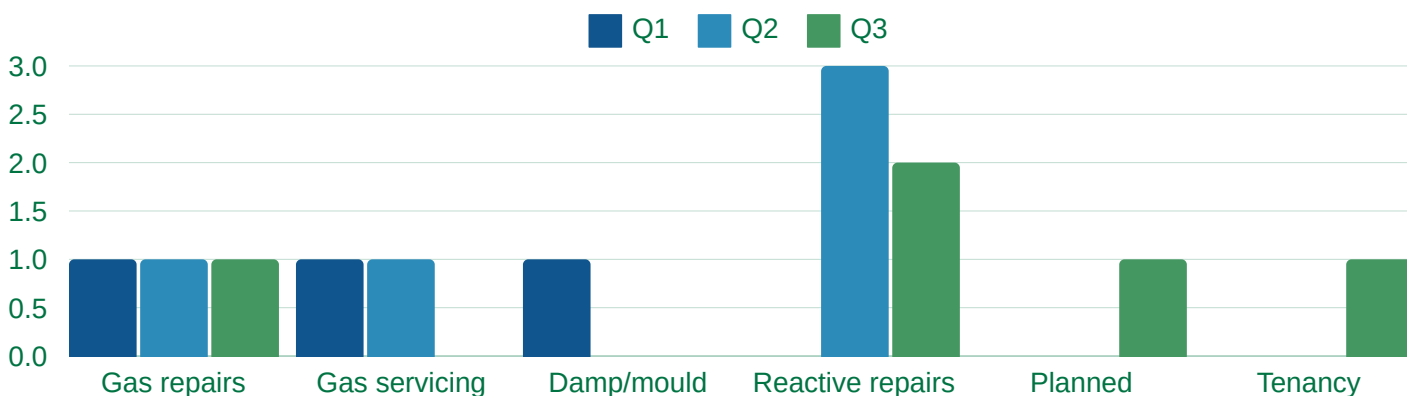
Number of formal complaints per quarter compared to last year



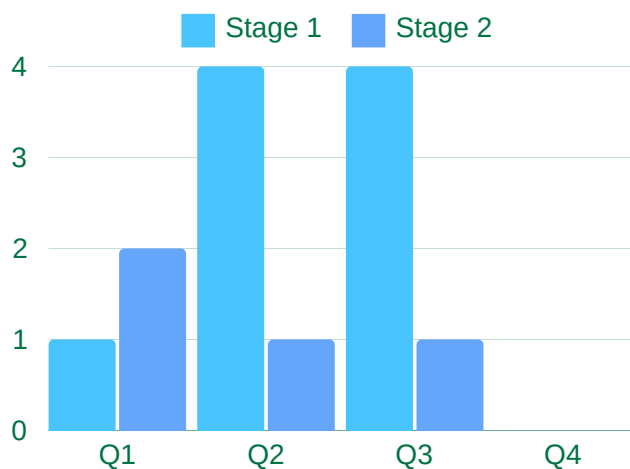
Formal complaints per category - Q3



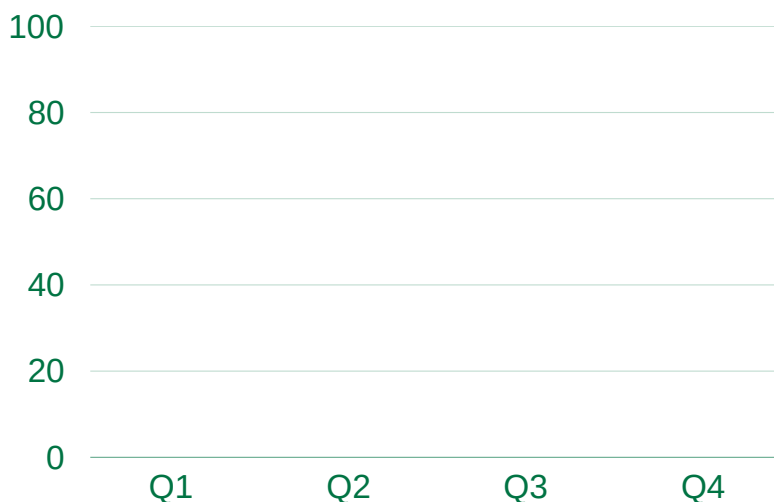
Formal complaint category per quarter



Number of Stage 1 and 2 complaints per quarter



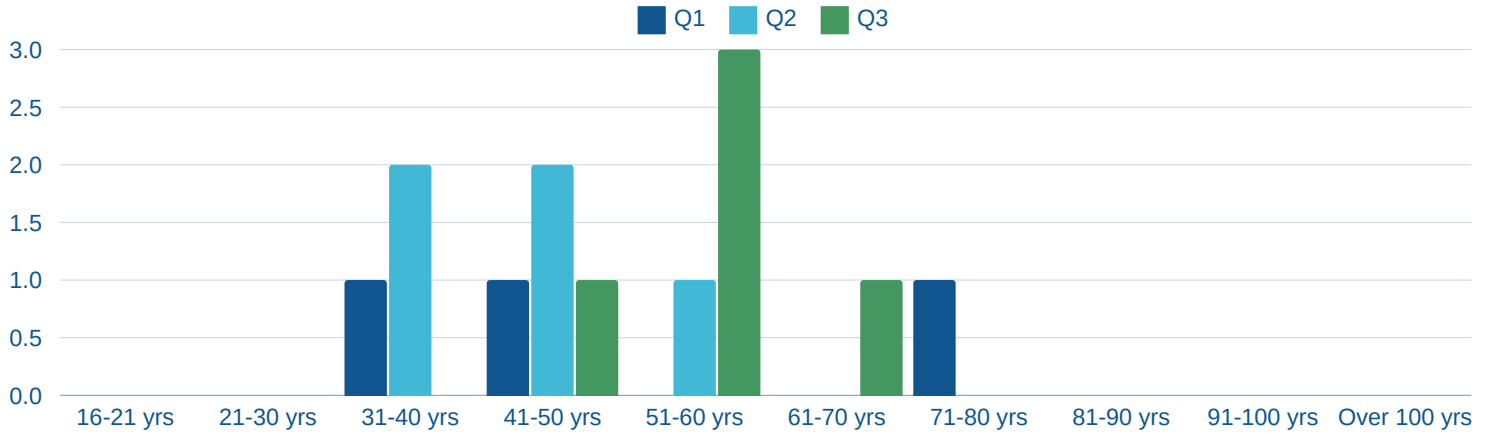
Number of complaints Housing Ombudsman determinations



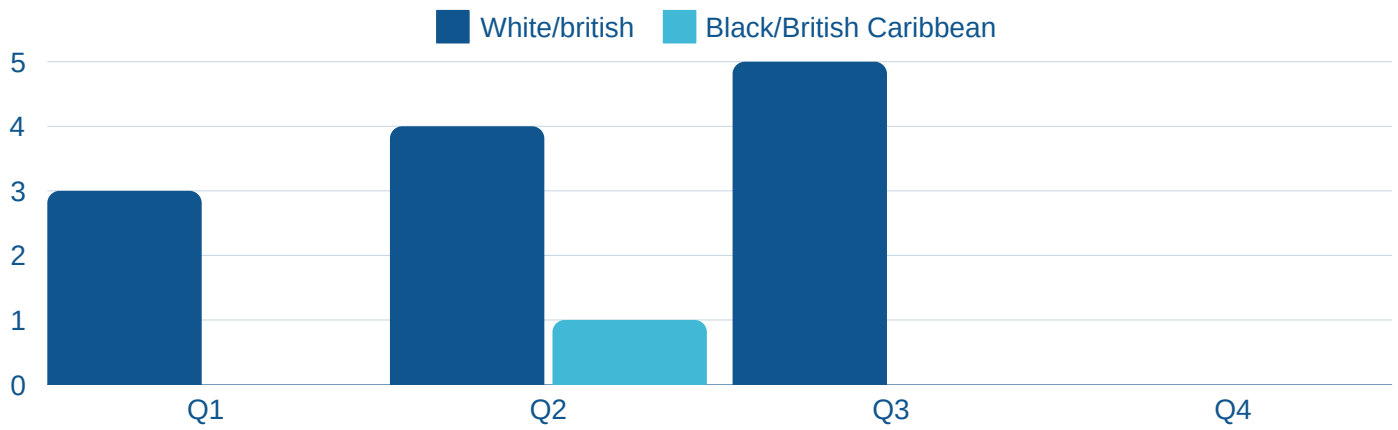
Actions taken:-

- Trained staff to deliver excellent customer service
- Monitoring out of target repairs with contractors
- Ensure our systems are updated promptly by contractors
- Working with contractors to improve communication with residents when delays occur

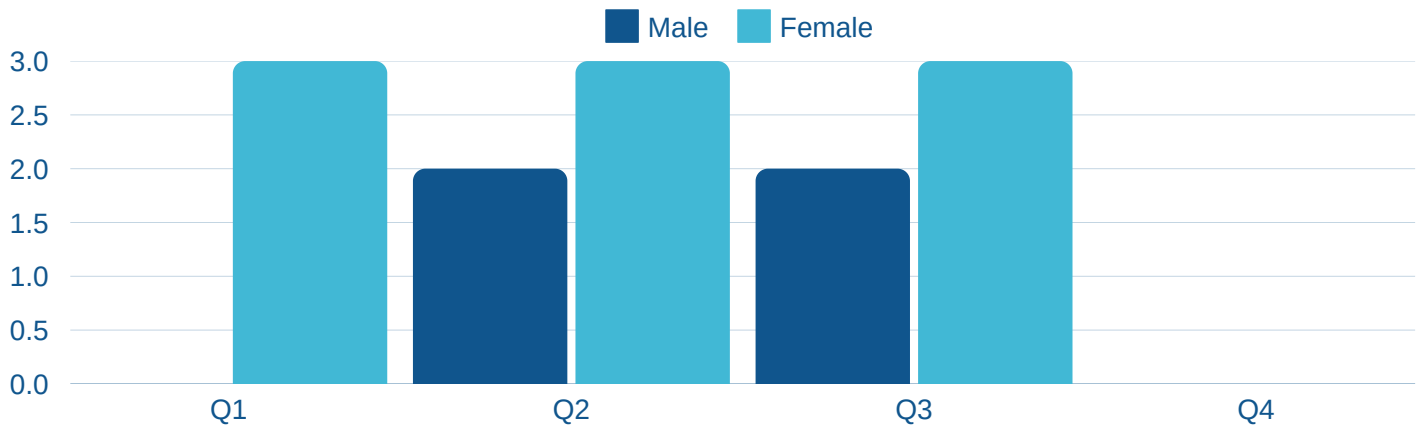
Formal complaints per age



Formal complaints per ethnicity



Formal complaints per gender



Formal complaints per length of tenancy

