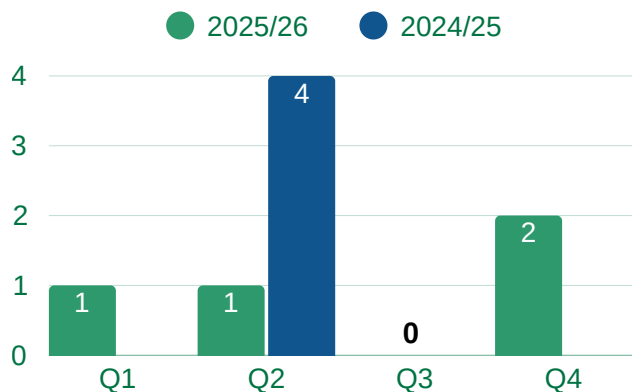


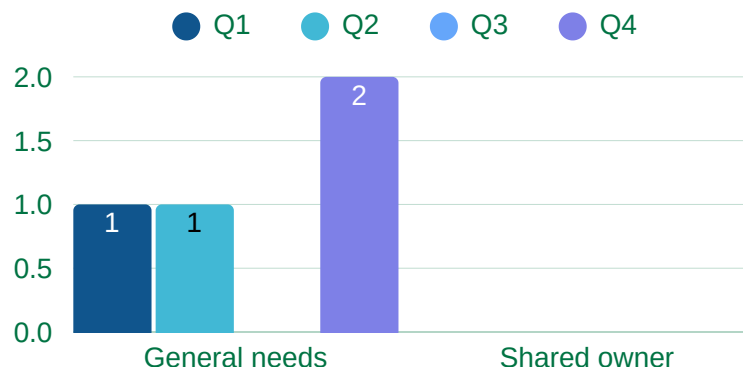
# Formal Complaints

1st April 2025 to 31st March 2026

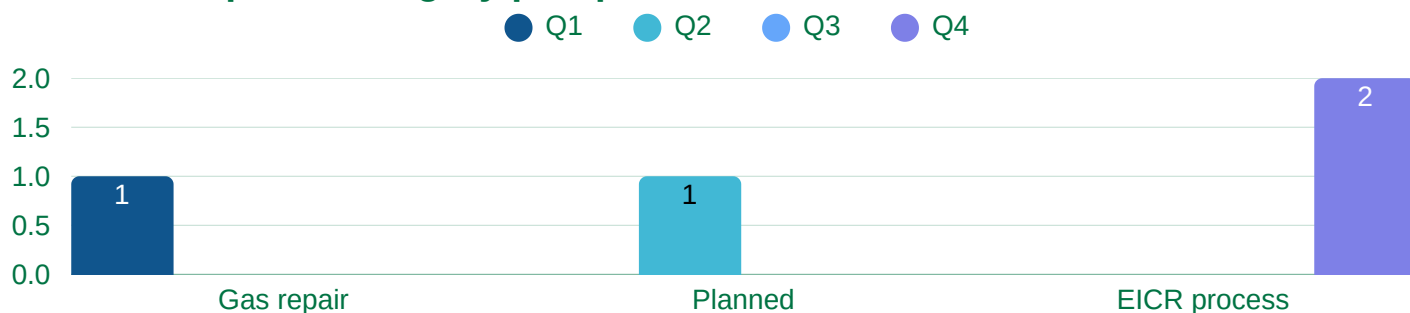
Number of formal complaints per quarter compared to last year



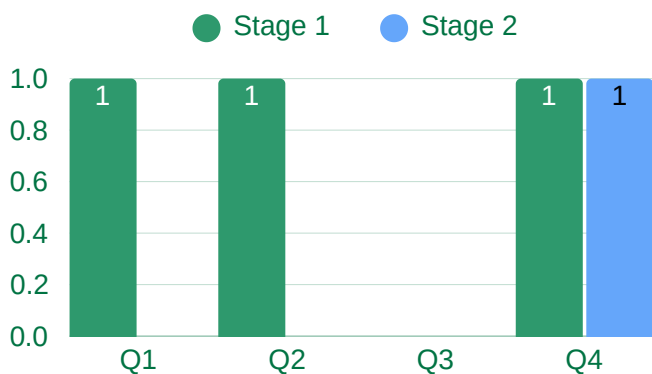
Formal complaints - all managed - tenure type



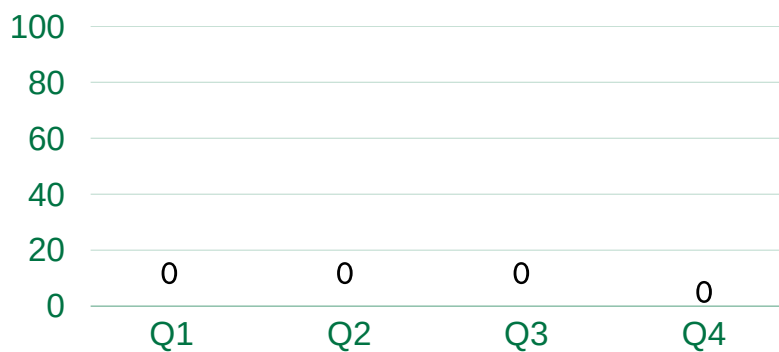
Formal complaint category per quarter



Number of Stage 1 and 2 complaints per quarter



Number of complaints Housing Ombudsman determinations



**Actions taken:-**

We have liaised with emh and agreed the following:

- ITC (emh's contractor) now contacts residents by telephone 24 hours before any appointments, recording the date, time, person spoken to and record of conversation..
- emh are trialling a new, more customer friendly, format for the legal letters where we have a statutory duty to complete periodic inspections and added in a 'emh manager check' as a new step before the letter is sent.
- LRHA will attend the regular contractor meetings to address concerns directly and in a timely manner.
- emh's contractors are required to provide evidence (photographs and videos) of appointments when cards are left.
- emh are enhancing their post-EICR resident survey process for more effective issue identification and resolution.