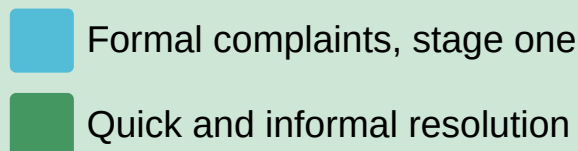


# HOW WE'RE PERFORMING

## Complaints

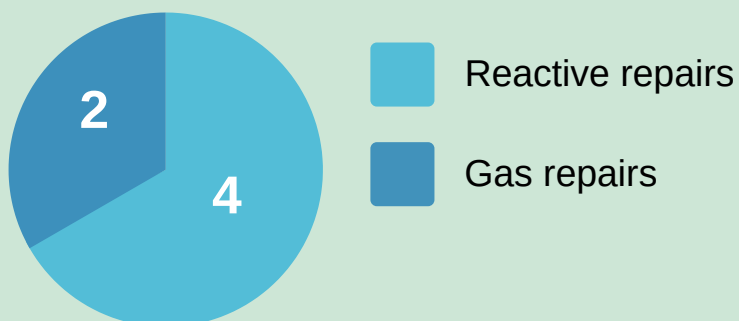
1st April 2021 to 30th June 2021

### Total number of complaints

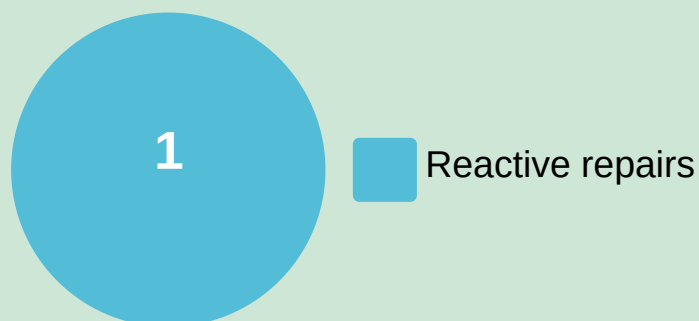


### Complaints by service area

#### Quick and informal resolutions:



#### Formal complaints, stage one:



### Formal complaints



**100%** of stage one complaints acknowledged in **3 working days**



**100%** of stage one responses provided in **10 working days**



**0** stage one response times extended



**0** complaints resolved at stage one



**1** complaint escalated to stage two



**1** complaint resolved at stage two



**0** complaints referred to the Housing Ombudsman



**0** complaint failure orders