

HOW WE'RE PERFORMING

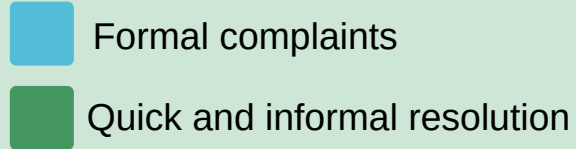


Complaints

1st January to 31st March 2022

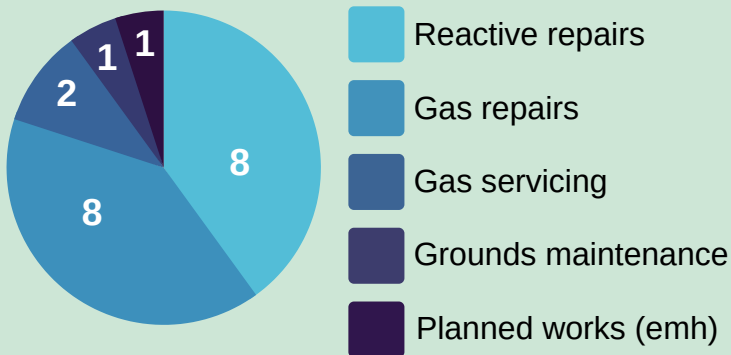
Leicestershire Rural
Housing Association Ltd

Total number of complaints

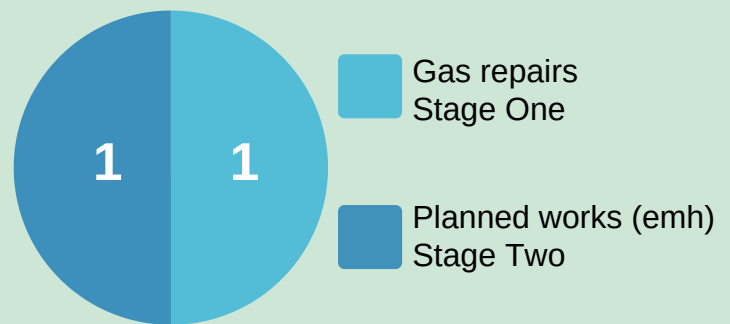


Complaints by service area

Quick and informal resolutions:



Formal complaints:



Formal complaints



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



50% of stage one responses provided in **10 working days**



1 stage one response time extended



1 complaint resolved at stage one



1 complaint escalated to stage two and in progress



0 complaints referred to the Housing Ombudsman



0 complaint failure orders