

HOW WE'RE PERFORMING

Complaints

1st April to 30th June 2023

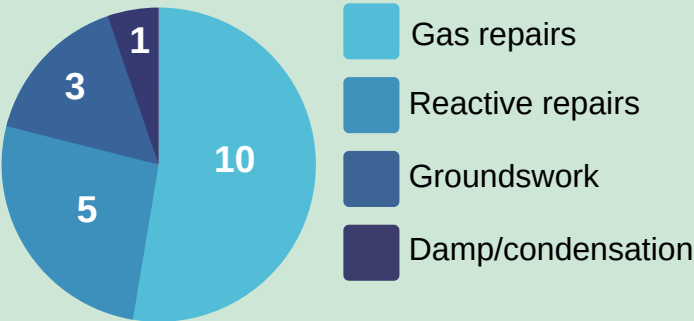
Total number of complaints



- 0 Formal complaints
- Quick and informal resolution

Complaints by service area

Quick and informal resolutions:



Formal complaints: None received

Formal complaints



N/A stage one
complaints acknowledged
in **3 working days**



N/A stage one
responses provided
in **10 working days**



0 stage one
response time extended



0 complaint resolved
at stage one



0 complaint escalated
to stage two and in
progress



0 complaints referred to the
Housing Ombudsman



0 complaint failure orders