HOW WE'RE PERFORMING



Complaints1st July to 30th September 2023

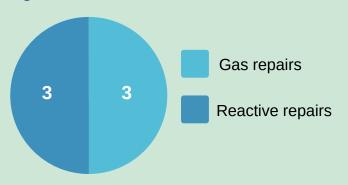
Total number of complaints

6

O Formal complaints

Quick and informal resolution

Complaints by service area Quick and informal resolutions:



Formal complaints: None received

Formal complaints



stage one complaints acknowledged in 3 working days



stage one responses provided in 10 working days



stage one response time extended



complaint resolved at stage one



complaint escalated to stage two and in progress



complaints referred to the Housing Ombudsman



complaint failure orders